



PUEBLO OF JEMEZ
JOB ANNOUNCEMENT
2026-033
JEMEZ HEALTH & HUMAN SERVICES
SENIOR CENTER
SENIOR CENTER PROGRAM MANAGER

Position Title:	Senior Center Program Manager	Pay Level:	\$60,372.58-\$90,558.86
Position Open Date:	5/12/2026-Until Filled	Classification:	Exempt
Position Status:	Full-Time	Location:	Senior Center
Supervisor:	Community Programs Officer		

POSITION SUMMARY:

The Senior Center Program Manager is responsible for the leadership, management, and oversight of the Pueblo of Jemez Senior Center, with a strengthened emphasis on holistic wellness, social engagement, and culturally, responsive aging services. The Manager ensures that programming supports the physical, emotional, nutritional, social, and mental well-being of older adults in alignment with Older Americans Act (OAA) and guidance. This position provides strategic direction for senior nutrition, transportation, health education, physical activity, safety, and mental wellness programming. The Manager coordinates with internal departments and external agencies to ensure integrated service delivery and high-quality social programming for elders. The role is also responsible for overall program administration, including operations, staffing, policy implementation, budget oversight, and direct grant management. The Manager ensures compliance with all applicable federal, state, and tribal regulations and maintains accountability for grant performance, reporting, and program outcomes. A key expectation of this position is demonstrated expertise in elder health, aging services, and wellness-based gerontology, public health, social services, or a related field.

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties required.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION & EXPERIENCE:

Minimum of an Associate's degree required, with a Bachelor's or Master's degree preferred in social services, public health, public administration, human services, or a closely related field; however,

equivalent combinations of education and substantial relevant experience will be considered. AND five (5) years of professional experience in community services, social programming, public health, administration, case management, or aging services management, including at least two (2) years in a supervisory or managerial role.

REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:

New Mexico Driver's License
Background Investigation

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use standard office equipment; stamina to sit for extended periods of time; strength and agility to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person.

ESSENTIAL FUNCTIONS:

- Leads the development, implementation, and continuous improvement of a comprehensive, wellness-centered senior services program that integrates social, cultural, nutritional, physical, and mental health supports for older adults.
- Ensures all programming aligns with Older Americans Act (OAA) Title VI requirements, NM ALTSD/OIEA standards, and best practices in elder care, with a strong emphasis on culturally responsive services, community engagement, and holistic wellness.
- Provides overall leadership and administration of the Senior Center, ensuring it operates as a holistic wellness hub that integrates nutrition services, transportation, health education, recreational programming, and culturally relevant activities.
- Plans, organizes, assigns, supervises, and evaluates the work of Senior Center, nutrition, and transportation staff; hires, trains, and directly supervises personnel while fostering a supportive, accountable, and team-oriented work environment.
- Develops and directs staff training and professional development initiatives to ensure competencies in elder care, aging sensitivity, wellness service delivery, and compliance with program standards.
- Establishes program goals, objectives, work plans, and performance standards; develops and evaluates short- and long-range strategic plans aligned with JHHS mission and program priorities; ensures timely and consistent completion of staff performance evaluations in accordance with organizational policies, using performance metrics and feedback to guide staff development, corrective actions, and recognition.

- Collaboratively develops and administers program budgets, including oversight of expenditures related to nutrition services, transportation, and programming; ensures cost-effective operations, including food purchasing and vendor selection.
- Facilitates and oversees the senior nutrition program and transportation services, including menu planning, meal preparation oversight, homebound meal delivery, and transportation coordination for services and events.
- Reviews and certifies eligibility for homebound services; supervise assessments, home visits, and ongoing monitoring to ensure appropriate service delivery and participant well-being.
- Coordinates with healthcare providers, wellness partners, and JHHS staff to strengthen programming in health education, chronic disease prevention, physical activity, mental wellness, and aging supports, while supporting the development and integration of third-party revenue opportunities and value-based services aligned with individualized care plans and social determinants of health.
- Develops, implements, and evaluates social, recreational, and wellness programming that reduces isolation, promotes community connection, and enhances quality of life for elders.
- Recruits, coordinates, and collaborates with volunteers, service agencies, and community partners to expand program offerings and support services.
- Maintains accurate program records, including registration, participation data, and service delivery documentation; prepares and submits all required narrative, financial, and statistical reports in compliance with federal, state, and tribal requirements.
- Ensures full compliance with grant requirements, statutory regulations, and funding guidelines; monitors and evaluates the impact of regulatory changes on program operations.
- Conducts ongoing program evaluation using wellness outcomes, participation data and community feedback to identify services gaps and implement improvements.
- Coordinates and facilitates regular staff meetings aligned with strategic goals; documents progress, action items, and outcomes to ensure accountability and program effectiveness.
- Provides high-level customer service by addressing complex inquires, resolving complaints, and ensuring respectful, timely, and culturally appropriate communication with participants, families, and community members.
- Serves as the primary technical advisor and liaison to JHHS and Pueblo of Jemez leadership on senior services, elder wellness programming, grant compliance, and aging services strategy; prepares and delivers presentations as needed.
- Ensures safe and effective operation of facilities and equipment, including oversight and documentation of exercise equipment maintenance and program vehicles.
- Contributes to and supports the development and continuous improvement of program operations by coordinating with quality, compliance, safety, and infection control teams to ensure alignment with AAAHC accreditation standards, organizational policies, and regulatory requirements.
- Maintains and enforces HIPAA compliance by overseeing the protection of sensitive health information, providing staff guidance on confidentiality practices, and ensuring all program activities adhere to privacy regulations and organizational policies.
- Represents the Pueblo of Jemez with professionalism, integrity, and a spirit of cooperation in all interactions with staff, leadership, partners, and the public.

REQUIRED KNOWLEDGE AND SKILLS:

Knowledge of:

- Operational characteristics, services and activities of community programs.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Principles and practices of providing social services to culturally diverse populations.
- Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline, administrative principles and practices, including goal setting and program development, implementation and evaluation.
- Principles and practices of budget development and administration.
- Principles and practices of grant administration.
- Applicable laws, codes and regulations, to include AAHC, HIPAA, OSHA, National Council On Aging (NCOA) National Institute of Senior Center (NISC) Accreditation Standards and other applicable regulatory or professional standards.
- Computer applications related to work.
- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.
- Project management principles.
- Preferred Knowledge in training, certification, or demonstrated expertise in gerontology, aging services, elder wellness, or community health programming is strongly preferred.
- Familiarity with OAA Title VI programs, tribal aging services, and NM ALTSD/OIEA funding requirements is highly desirable.
- Preferred knowledge in social determinants of health and wellness.
- Preferred Towa speaker.

Skill in:

- Planning and Implementing a program of services of seniors.
- Developing, implementing and administering goals, objectives and procedures for providing effective and efficient community services programs.
- Planning, organizing, supervising, reviewing and evaluating the work of others.
- Training others in policies and procedures related to the work.
- Developing and implementing goals, objectives, policies, procedures and work standards.
- Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner.
- Developing and administering the budget for assigned programs.
- Interpreting, applying and explaining applicable laws, codes and regulations.
- Preparing accurate, clear and concise medical documentation, reports, correspondence, records and other written materials.
- Using initiative and independent judgment within established policy guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

- Demonstrated skill in effective communication, including verbal and written communication, with the ability to engage respectfully with individuals from diverse cultural and socioeconomic backgrounds; skilled in de-escalation, conflict resolution, and the use of technology and digital platforms to support clear, timely, and professional communication across teams, partners, and the community.

To apply for the position posted, please apply as follows

Send;

Pueblo of Jemez Job Application

To;

humanresources@jemezpueblo.org

Or;

Pueblo of Jemez-Attention Human Resources Department

PO Box 100

Jemez Pueblo, NM 87024