



Baltimore County Department of Aging

Intern Job Description

Job Title: Senior Centers and Community Services Division Intern – Community Senior Center

Location: Community Senior Center (varies)

Dates of Service: Monday through Friday (varies)

Time Commitment: 8:30 a.m. to 3:30 p.m. (varies)

Supervisor: Community Senior Center Supervisor

Summary of Position:

Individuals who have entered into an internship with the senior center and community services division will be exposed to all the duties required to manage and operate a successful community senior citizen activity center. Where possible and under supervision, the intern will be given direct responsibility for the following tasks after being oriented to the center and trained in the following areas:

- Create, implement and publicize programs/special events
- Create or update Excel databases related to membership, fitness membership, referral sources, program instructors, community partners, advertising opportunities, etc.
- Create event flyers, brochures, and assist with monthly newsletter
- Distribute fliers in the community and identify strategies to increase awareness of center programs and events
- Prepare press releases and articles and submit material to Digest, local newspapers and online newspapers such as Patch.com
- Develop strategies to expand awareness of senior center activities in the community
- Become a certified Fitness Center monitor and develop campaign to recruit more members to fitness centers (as needed)
- Oversee “Get Ready! Get Set! Get Fit! 5K Run/1 Mile Walk” committee for center

- Assist Center Director and/or Activity Specialist with administrative duties including gathering data for reports, data entry, registration/re-registration, reception, clerical, etc.
- Assist with volunteer recruitment, recognition and retention program
- Research opportunities for adaptive programs
- Evaluate programs and events and make recommendations for enhancement
- Contact individuals who have not renewed their membership to follow up on reasons why
- Prepare/update job descriptions for volunteer positions
- Develop training for volunteers in the areas of customer service, dealing with difficult people, identifying community resources for people with a disability, etc.
- Create a website or Facebook page for the senior center council (as needed)
- Create and send e-mail marketing blasts
- Act as an ambassador around the center to promote programs, events and committees

Objectives of Internship:

At the conclusion of the internship, the intern will have been:

- given a thorough orientation to the Senior Centers and Community Services Division, as well as an overview of the rest of the Baltimore County Department of Aging (BDCA)
- exposed to all aspects of senior center operations and management including administration, programming, marketing, membership and volunteer recruitment and retention, facility operations, nutrition, CountyRide and BCDA community services
- able to interact with older adults in a meaningful and positive way,
- able to use their creative, management and organizational skills to enhance the programs and services available at the senior center
- able to expand their knowledge of aging issues and trends.

Qualifications and/or Skills Desired:

- Interested in and passionate about working with senior adults
- Creative
- Organized
- Flexible
- Takes initiative
- Has a desire to learn in a variety of areas through hands on experience
- Excellent customer service skills

- Good to excellent computer skills including Word, Excel, PowerPoint, Publisher

Certifications (helpful but not required):

- CPR, AED and First Aid
- ServSafe