

# Senior Center Directors and Staff Professional Manager Certificate



## DESCRIPTION

This training, offered through the Pennsylvania Association of Senior Centers (PASC), consists of 12 days of foundation courses that are divided into three levels.

**Level 1, Introduction to Aging**, is designed to provide basic information and skills needed to work effectively with older adults and their families.

**Level 2, Leadership and Organizational Development**, offers an overview of techniques and strategies that can be used to create a positive work environment for high

performance, individual growth and retention of staff.

**Level 3, Supervision Essentials**, provides additional tools and techniques focused on priorities and problem solving and individual and team development.

These classes are designed to be taken as a full certificate or by levels or as individual classes.

Instruction for the certificate is conducted by faculty of Penn State University. Participants leave the training with a comprehensive guide which includes pertinent definitions, terms and resource listings for each class.

## GENERAL INFORMATION

**Who Should Attend:** Professionals working in a Senior Center or community center setting.

**Registration Options:** The levels do NOT have to be taken together. The training is designed for an individual to take the full certificate or only one level or only one class if they so choose. Whatever suits your needs and budget!

**Continuing Education Units:** Continuing Education

Units (CEU's) will be granted to those who request them.

**Program Fees:** Fee includes continental breakfast, lunch and all materials.

\*Higher rate listed is for non-PASC members

**Scholarships:** Funding has been made available for full tuition for 20 one-day scholarships for PASC members. If you are interested, please contact Nikki Panico at the numbers below to receive an application.

## Class Locations and Hotel Accommodations

Holiday Inn Harrisburg East  
4751 Lindle Road  
Harrisburg PA 17111  
1-800-637-4817  
Room Rate: \$75

*Must reserve by 2/24 for March class and 4/7 for April class*

Days Inn State College  
240 South Pugh Street  
State College, PA 16801  
(814) 238-8454  
Room Rate: \$69

Crowne Plaza Valley Forge  
260 Mall Boulevard  
King of Prussia, PA 19406  
(610) 265-7500  
Room Rate:

Nittany Lion Inn State College  
200 West Park Avenue  
State College, PA 16803-3598  
(800) 233-7505  
Room Rate: \$110

*PASC graciously acknowledges the Office of Long Term Living Training Institute for funding this program.*



## Level I – Introduction to Aging: Knowledge & Skills for Working with Older Adults and Families

### The Physiology of Aging (one day)

- Normal changes vs. the pathology of aging
- Acute, chronic diseases, health and wellness
- Nutrition
- Pharmacology

March 3, 2010

9:00 am – 4:30 pm

Nittany Lion Inn, State College

### Reaching Out to Baby Boomers (one day)

- Paradigm shifts of senior centers
- Understanding marketing to this age cohort
- Sharing of best practices
- Segment marketing

May 5, 2010

9:00 am – 4:30 pm

Crowne Plaza Valley Forge

### Programming for Older Adults (one day)

- Diversity and multiple population groups
- Best practices
- Building collaborations and partnerships
- Financial aspects

March 4, 2010

9:00 am – 4:30 pm

Nittany Lion Inn, State College

### Outcomes and Fundraising (one day)

- Why is outcome measurement important?
- Impact of outcome measures-tangible and intangible
- Outcomes tools and resources
- Resource diversification

May 6, 2010

9:00 am – 4:30 pm

Crowne Plaza Valley Forge

## Level II – Leadership and Organizational Development

### Supervisory Roles & Responsibilities (two days)

- Core elements of the supervisory role
- Management functions & practices
- Key trends in today's organizations
- Effective communication skills

April 29-30, 2010

9:00 am – 4:30 pm

Holiday Inn Harrisburg East

### Performance Management (two days)

- Understanding motivation
- Setting and communicating goals and policies
- Coaching for improved performance
- Dealing with performance problems

October 14-15, 2009

9:00 am – 4:30 pm

Nittany Lion Inn, State College

## Level III – Supervision Essentials

### Solving Problems & Managing Priorities (two days)

- Managing time and priorities
- Solving problems
- Resolving conflicts
- Supervising projects

March 18-19, 2010

9:00 am to 4:30 pm

Holiday Inn Harrisburg East

### Developing Individuals and Teams (two days)

- Interviewing and selecting employees
- Developing employees skills
- Developing a team
- Building a positive work climate

June 24-25, 2010

9:00 am to 4:30 pm

Days Inn, State College

## REGISTRATION

### Level I

- Physiology of Aging, \$90/120\*
- Programming for Older Adults, \$90/120\*
- Reaching Out to Baby Boomers, \$90/120\*
- Outcomes and Fundraising, \$90/120\*

### Level II

- Supervisory Roles & Responsibilities, \$180/\$210\*

### Level III

- Solving Problems and Managing Priorities, \$180/\$210\*
- Developing Individuals and Teams, \$180/\$210\*

\*Higher rate listed is for Non-PASC Members

First Name

Last Name

Job Title

Organization

Address

City, State, Zip

E-mail

Phone

Fax

Amount of check enclosed: \$ \_\_\_\_\_

\*Higher rate listed is for Non-PASC Members

**SPACE IS LIMITED TO ONLY 25 –  
PLEASE REGISTER EARLY: DEADLINE IS THREE WEEKS BEFORE THE CLASS.**

Send registration and check made payable to PA Association of Senior Centers to:  
Nikki Panico  
Senior Community Services  
600 Swarthmore Ave.  
Folsom, PA 19033

Questions? Contact Nikki Panico at [npanico@scs-delco.org](mailto:npanico@scs-delco.org) or 610-237-8100 ext. 14



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OF PENNSYLVANIA