



## **Aging Services Supervisor**

**DEFINITION:** Under direction of the HHS Director or her designee, will provide first-line supervision in the organization and operate of one or more Health and Human services programs, including the Aging services.

**CURRENT POSITION:** The current position will alternate reporting to the Bishop and Lone Pine Senior Center locations.

**ESSENTIAL JOB DUTIES:** Responsible for supervising and evaluating operations, activities, volunteers and staff of multiple County senior centers; ensures provision of home delivered and congregate meals and transportation for seniors in the community; ensures the provision of other applicable ESAAA and IC-GOLD programs, including those funded by Behavioral Health, Social Services, or Public Health and Prevention. Participates in hiring process and recommends selection of staff; trains staff in work procedures; administers discipline with guidance from leadership as required; develops staff work schedule, ensuring appropriate coverage of duties; provides input into program's budgetary and goal setting process; oversees and manages expenditures; ensures adequate supply inventories; completes welfare checks via phone; problem solves and responds to crisis situations; refers clients to resources as needed; assist clients with registration processes for access to senior center services; conducts individual and family assessments through home and/or office visits; develops and maintains ongoing working relationships with other social services agencies, organizations, service clubs, and community groups; participates in active outreach at events in the community; represents the County at meeting and events with other agencies and the public; performs daily, monthly, quarterly, annual reporting and data entry; performs quality assurance reviews of data entered into automated program data systems; ensures compliance with all federal, state, local, and department laws, regulations, requirements and procedures; oversees building/facility operations such as repairs, janitorial maintenance, security and safety issues and reports needs for repairs and follow-up on service repair status; evaluates and monitors assigned activities/programs and recommends improvements; investigates program complaints and recommends remedial action if required; ensures the quality and consistency of services provided by assigned staff and performs duties of senior center staff as required; contributes to the efficiency and effectiveness of the program's service to its customers by offering suggestions and directing or participating as an active member of a work team; and represents the County with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

## **EMPLOYMENT STANDARDS**

### **Education/Experience:**

**Path 1:** High school graduate or equivalent with one year of experience performing duties equivalent to a first-level supervisor in a Human Services agency or Aging Services program, public or private AND completion of the equivalent of 18 semester units (28 quarter units)

**OR**

**Path 2:** High school graduate or equivalent with three years of professional experience performing work consistent with the assigned work unit, including one year of lead or supervisory experience in such programs, AND completion of the equivalent of 18 semester units (28 quarter units);

**OR**

**Path 3:** High school graduate or equivalent with two years of progressively responsible duties in a social services or behavioral health division of a Human Services agency AND completion of the equivalent of 18 semester units (28 quarter units).

Knowledge of: The function of Human Services agencies and the specific issues that affect the aging population.

**Ability to:** Speak and write English using appropriate grammar and paragraph structure and produce oral and written reports/presentations concisely and clearly. Use initiative and independent judgment within established procedural guidelines. Maintain accurate records and files related to program work performed. Contribute effectively in the accomplishment of team or division goals, objectives and activities. Interact successfully with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone. Organize own work, setting priorities and meeting critical deadlines.

Instruct others in work procedures, policies and practices. Plan, assign, monitor and supervise the work of others. Establish and maintain cooperative working relationships with community groups, co-workers and the general public. Work effectively with other programs in the agency. Train and develop staff helping ensure they are meeting established goals. Operate automated office equipment and systems used by the program/department. Identify problems and develop solutions; analyze a situation accurately and adapt an effective course of action; use available sources of information effectively in determining program goals and activities. Consistent attendance is an essential function of the position. Must have physical ability to sit for prolonged periods of time, stand, twist, lift and carry up to 25 pounds; climb and descend stairs; frequent telephone use; and enter the homes of clients.