



## JOB DESCRIPTION

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<b>JOB TITLE:</b>	Senior Center Supervisor	<b>FLSA:</b>	Exempt
<b>DEPARTMENT:</b>	Human Services	<b>GRADE:</b>	M1
<b>REPORTS TO:</b>	Human Services Division Manager	<b>DATE:</b>	10/06/2016

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### **SUMMARY OF JOB PURPOSE:**

Responsible for supervising operations, activities, volunteers and staff of a County senior center; ensures provision of home delivered and congregate meals and transportation for seniors in the community.

### **ESSENTIAL FUNCTIONS:**

*This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.*

- Plans, organizes, assigns, supervises, reviews and evaluates the work of assigned staff.
- Recommends selection of staff; trains staff in work procedures; administers discipline as required.
- Provides input into division's budgetary and goal setting processes; 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.
- Assists 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, services clubs, and community groups; participates in active outreach at events in the community.
- Represents the County at meetings and events with other agencies and the public.
- Performs daily, monthly, quarterly, annual reporting and data entry.
- Ensures compliance with all federal, state, local, and department laws, regulations, and requirements.
- Ensures that food preparation equipment, cooking and serving utensils, kitchen work areas and the dining area are orderly, clean and sanitary.
- Oversees building/facilities operations such as repairs, janitorial maintenance, security, and safety issues; reports need for repairs and follows-up on services.
- Evaluates and monitors assigned activities/programs and recommends improvements.
- Investigates service complaints and recommends remedial action if required; ensures the quality and consistency of services provided by assigned staff.
- Performs duties of center staff as required.



## SENIOR CENTER SUPERVISOR

### ESSENTIAL FUNCTIONS: (continued)

- Contributes to the efficiency and effectiveness of the division's service to its customers by offering suggestions and directing or participating as an active member of a work team.
- Represents the County with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

### 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 and Experience:

Associate's degree in human services, social work, psychology, or a related field; AND two (2) years of community service center operations management experience; OR an equivalent combination of education, training and experience.

#### Required Knowledge and Skills

Knowledge of:

- Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline.
- Program policies and procedures related to the provision of human services.
- Principles and practices of facilities management.
- Practices and methods of senior services or community center need assessments and program evaluation.
- Crisis intervention and counseling techniques and practices.
- Community resources and programs available to clients with identified needs.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Principles and practices of food service operations.
- Record keeping principles and practices.
- Business arithmetic.
- Correct business English, including spelling, grammar and punctuation.
- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone.
- Computer applications related to the work.

Skill in:

- Planning, assigning, supervising, reviewing and evaluating the work of staff.
- Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner.

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This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) 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 as required.



## SENIOR CENTER SUPERVISOR

Skill in: (continued)

- Using initiative and independent judgment within established procedural guidelines.
- Interviewing and counseling clients.
- Performing accurate arithmetic calculations.
- Maintaining accurate records and files related to work performed.
- Contributing effectively to the accomplishment of team or division goals, objectives and activities.
- Communicating effectively in oral and written forms.
- Dealing successfully with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone.
- Organizing own work, setting priorities and meeting critical deadlines.
- Instructing others in work procedures, policies and practices.

### **REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:**

*Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.*

- Nevada Driver's License.
- Servesafe certification or equivalent.
- First Aid, CPR and elder abuse training/certification within three (3) months of date of employment.

### **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 to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting; strength and agility to lift materials weighing up to 50 pounds; stamina to stand and walk for extended periods of time; vision to read printed materials and computer screens; hearing and speech to communicate in person or over the telephone.

Work is subject to performance under exposure to temperature extremes, fumes, gases, noise and chemicals.