

SENIOR AND SOCIAL SERVICES SUPERVISOR

DEFINITION

Occupants of this management classification are in the classified service. This first line supervisory classification is responsible for organizing and supervising the day-to-day operations of the Senior community and Social Services provided at the City's Senior Citizen Division, including the City's Senior Center.

SUPERVISION RECEIVED AND EXERCISED

This position reports to the Senior and Social Services Manager. Responsibilities include supervision of Senior and Social Services Specialists and Van Drivers professional, clerical and support staff, including volunteers.

ESSENTIAL JOB DUTIES

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks, or may perform similar related tasks not listed here.

1. Responds to a high volume of daily inquiries and public service needs by conducting interviews with community residents and Senior Center members and performing the services of counselor, mediator, and problem solver. After determining the type and amount of assistance needed, refers client to one of the staff specialists.
2. 1. Supervises the day-to-day operations of the Senior Center and the delivery of its multiple services and programs to the members and the community residents. Plans, schedules, and supervises community senior and social services programs provided by the Division, at the Senior Citizens' Center by the Senior and Social Services Specialists, assuring such the programs and services best fit the needs of the residents of the City participants.
3. Maintains files on programs, clients and special events. Utilizes files in program/event planning and in the completion of reports. Conducts research and analysis of various programs and services provided. Maintains program records and prepares status and activity reports as requested.
4. 2. Assures the effective attainment of annual service and performance objectives set by the Senior and Social Services Manager. Generates monthly, quarterly, annual, and other reports as required. Assists in developing, monitoring and evaluating Division's budget, performance measures and work plans.
5. Maintains a competent and motivated workforce and service oriented staff, including the weekend full-time van driving staff, and volunteers by selecting, evaluating, disciplining,

training, and motivating subordinate staff. developing, supervising, utilizing leadership and teamwork skills and conducting performance appraisals and job goal development. Evaluates the quality and efficiency of Senior and Social Services Specialists, advising and directing them in the improvement of services. Establishes rapport between senior citizen members and staff, and between staff and management. Coordinates staffing schedules to ensure appropriate coverage of the Center is provided at all times. Interviews and hires part-time staff as needed. Participates in the hiring selection process of all full time staff. Organizes volunteer staff as needed.

6. Enforces the City, Department, Division and Senior Citizens' Center policies and procedures, and manages day-to-day behavioral concerns/ problems and interaction between members. Maintains and expands the sense of pride in the Senior Center.
7. Understands recreation and social services objectives, principles and techniques for the delivery of meaningful services to the public. Understands program and registration, and evaluation process.
8. 7. Utilizes community outreach and marketing strategies to enhance public awareness of programs and services provided and to encourage program and event participation. Promotes awareness in the community of the variety of community services available through the preparation of news releases, meeting with community groups and outreach programs to reach shut ins. Performs as a community relations representative between individuals, businesses, agencies and the Senior and Social Services Division Center, marketing its position in the community by establishing the Center as a resource and support center, and strengthening the referral network between the Center and others.
9. Coordinates program needs with other City departments and agencies, as needed. Includes, without limitation: booking additional meeting space outside of the Senior Center; obtaining approval to advertise special events; obtaining approval to use park facilities for events; coordinating City services for special events. 8. Establishes and maintains relationships with other departments, cities, social service agencies, and the public. Attends meetings, networks with community-based organizations, and serves on committees related to senior and social services issues.
10. 9. Plans and coordinates Organizes, manages, and executes various special events related to senior and social services. of significance to the community. The main events are: Health Fair Expo; Flu clinic; Arts & Crafts Fair; Tax Assistance Programs; and Center special events. Duties include delegation of cooperative responsibilities to staff, promotion of event, coordination of event implementation, including and crowd control, and follow-up.
4. Assists with the preparation and administration of various grants.
10. Handles and resolves complaints by programs participants and the public.

MARGINAL JOB DUTIES

The following tasks are typically performed by individuals in this classification but are considered less than essential.

1. Responds to ~~high volume of~~ inquiries and public service needs by conducting interviews with community residents and Senior Center members and performing the services of counselor, mediator, and problem solver ~~as needed~~.
2. Monitors and supports the Culver City Senior Citizen's Association 501-C3.
3. Coordinates with other City departments regarding relevant event services.

MINIMUM KNOWLEDGE, SKILL AND ABILITY

Knowledge of:

- ~~People skills, understanding of older adult and disability needs and concerns.~~
- ~~Senior and social services programs available to seniors and the disabled.~~
- ~~Trends, issues and special needs related to older adults.~~
- ~~Procedures for enhancement of senior and programs and services.~~
- ~~Community outreach relations and marketing strategies techniques.~~
- ~~Counseling and Programs development and effective program monitoring techniques.~~
- ~~Networking with other allied professionals and agencies specializing in senior adult programs/services.~~
- ~~Time management as it relates to meeting deadlines while standards for accuracy and detail are fully achieved and efficiency of job performance.~~
- ~~Principles and practices of budgeting. Budget management practices, including basic bookkeeping, petty cash management and budget construction and maintenance.~~
- ~~Grant administration and development.~~
- ~~Report writing techniques.~~
- ~~Method of employee selection and principles of supervision; behavioral management.~~
- ~~Conflict resolution techniques~~
- ~~Recreation and social services objectives, principles and techniques for the delivery of meaningful services to the public.~~

Skill and Ability to:

- ~~Provide effective customer service.~~
- ~~Analyze and resolve problems independently and in a timely manner. Work independently; plan, organize, coordinate and manage multiple activities simultaneously, including programs and services.~~
- ~~Develop, recommend and implement policies, procedures and regulations.~~
- ~~Supervise, train and maintain motivated staff.~~
- ~~Communicate effectively in both verbal and written form.~~
- ~~Conduct research, analyze, document information and prepare proposals and complex analytical reports.~~
- ~~Prepare and maintain accurate records utilizing records to prepare reports as required.~~
- ~~Effectively utilize a personal computer and related software. Properly operate office machines, including computers.~~
- ~~Manage and exercise interpersonal skills~~ ~~Interact~~ with a diverse socio-economic and cultural population ~~with including listening skills, problem solving, behavior management, patience,~~

courtesy, alertness for safety, and compassion. ~~Act as a community relations representative for the Division in public forums in a professional manner.~~

- Demonstrate empathy towards seniors and the disabled.
- ~~Act as a community relations Representative for the Division on public forums in a professional manner.~~
- Coordinate programs with other departments and agencies.
- Establish and maintain effective cooperative working relationships with management, subordinates, City staff, and the public.
- Interpret, understand and effectively apply service programs while complying with policies and regulations.
- ~~Instruct, train, motivate and provide leadership to subordinates, volunteers and recreation service participants.~~
- ~~Evaluate the effectiveness of Division services and modify them as needed.~~

LICENSE AND CERTIFICATES

Possession of a valid California Class C driver's license.

TRAINING AND EXPERIENCE

Any combination equivalent to training and experience that could likely provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be: a Bachelor's Degree from an accredited college or university in recreation, or gerontology, social work, public administration or related field and four years of full-time professional experience in recreation, social services, or senior adult setting including two (2) years in a position comparable to Senior and Social Services Specialist ~~lead worker capacity~~. A Master's Degree may be substituted for one (1) year of work experience. Prior grant writing experience is highly desirable.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects. Lower body mobility may not be required.
- Perform lifting, pushing and/or pulling not to exceed 50 pounds and is an infrequent aspect of the job.
- Is subject to office environmental conditions.
- May be required to work evenings or weekends and/or to travel within and out of City boundaries to attend meetings.