

MEETING DATE: 01/28/08

AGENDA ITEM: Consideration of Approval of the Revised Classification Specification for Senior and Social Services Supervisor.

ATTACHMENT

		<u>Pages</u>
1.	Revised Classification Specification for Senior and Social Services Supervisor.	1 – 4
2.	12/05/07 Excerpt of Draft Civil Service Commission Meeting Minutes	5

SENIOR AND SOCIAL SERVICES SUPERVISOR

DEFINITION

Occupants of this [REDACTED] classification are in the classified service. This first line supervisory classification is responsible for organizing and supervising the day-to-day [REDACTED] community and Social Services provided at the City's Senior Citizen [REDACTED] 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 [REDACTED]

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. ■ 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 [REDACTED] and social services programs provided [REDACTED] at the Senior Citizens' Center by the Senior and Social Services Specialists, assuring such [REDACTED] the programs [REDACTED] 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. [REDACTED]
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. [REDACTED]

5. Maintains a [REDACTED] motivated [REDACTED] and service-oriented staff, including the weekend full-time van driving staff, and volunteers by [REDACTED] training, [REDACTED] 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 [REDACTED] Senior Citizens' Center policies and procedures [REDACTED] and manages day-to-day behavioral concerns/ problems and interaction between members. Maintains and expands the sense of pride in the Senior Center.

8. [REDACTED]
[REDACTED]
[REDACTED]
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.

10. [REDACTED] Organizes, manages, and executes various special events [REDACTED] 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.

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 [REDACTED].

[REDACTED]

[REDACTED]

MINIMUM KNOWLEDGE, SKILL AND ABILITY

Knowledge of:

- People skills, understanding of older adult and disability needs and concerns.
- [REDACTED] social services programs available to seniors and the disabled.
- [REDACTED]
- Procedures for enhancement of senior and programs and services.
- Community [REDACTED] relations and marketing [REDACTED] techniques.
- Counseling and Programs development [REDACTED].
- 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.
- [REDACTED] Budget management practices, including basic bookkeeping, petty cash management and budget construction and maintenance.
- [REDACTED]
- Method of employee selection and principles of supervision; behavioral management.

[REDACTED]

Skill and Ability to:

- [REDACTED] Work independently; plan, organize, coordinate and manage multiple activities simultaneously, including programs and services.
- [REDACTED]
- Communicate effectively in both verbal and written form.
- Conduct research, [REDACTED] document information and prepare proposals and [REDACTED] analytical reports.
- [REDACTED] maintain accurate records utilizing records to prepare reports as required.
- [REDACTED] Properly operate office machines, including computers.
- Manage and exercise interpersonal skills [REDACTED] with a diverse socio-economic and cultural population [REDACTED] 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.~~

- ~~Act as a community relations Representative for the Division on public forums in a professional manner.~~

- Interpret, understand and effectively apply service programs while complying with 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, and four years of professional experience in recreation including two years in a lead worker capacity.

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.

REGULAR MEETING OF THE
CIVIL SERVICE COMMISSION
CITY OF CULVER CITY, CALIFORNIA

December 5, 2007
7:00 P.M.

Call to Order & Roll Call

The meeting of the Civil Service Commission was called to order
at 7:03 P.M.

Present: Chair Sandy Stivers
Vice Chair Michael Whitaker
Commissioner Vincent Motyl
Commissioner Sharon Zeitlin
Commissioner Dan Gallagher

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Action Items (Excerpt)

Item A-5

**SENIOR AND SOCIAL SERVICES SUPERVISOR: REVISED CLASSIFICATION
SPECIFICATION AND RECRUITMENT BULLETIN**

Mary Ortiz gave an overview of the staff report.

FOLLOWING DISCUSSION, IT WAS MOVED BY COMMISSIONER GALLAGHER,
SECONDED BY COMMISSIONER ZEITLIN AND UNANIMOUSLY CARRIED, THAT
THE CIVIL SERVICE COMMISSION APPROVE ACTION ITEM NUMBER A-5.

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Minutes Approved: Minutes to be submitted for approval on
January 2, 2008

Serena Wright
PERSONNEL & EMPLOYEE RELATIONS DIRECTOR of the City of Culver
City, California
SECRETARY TO THE CIVIL SERVICE COMMISSION of the
City of Culver City, California