

Program Supervisor

GENERAL SUMMARY

Primary function of the job is to supervise, schedule, implement, and evaluate homemaker services and home chore activities for clients of the Commission on Aging. Responsibilities include scheduling services for clients, conducting in-home visits and assessments, coordinating with other agencies to provide services for clients, and establishing goals for the program. Other functions include the preparation and management of Request for Quotes (RFQ) and Request for Proposals (RFP). Management of outside Vendor Relations. Weekend and Holiday call as needed.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

The work schedule may be irregular depending on need and number of clients requesting service. This position requires travel by the employee in the employee's own vehicle.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Acts as first line supervisor for designated staff, including hiring, training, overseeing work, participating in disciplinary decisions and actions, and establishing and evaluating appropriate performance standards in accordance with the program's objectives.
- Ensures that personnel are trained and knowledgeable of all policies and procedures and advises personnel of changes. Conducts training sessions with staff as needed.
- Assigns and directs employees to completion of various duties and functions.
- Schedules services for clients requesting home chore assistance.
- Assesses or reassesses client needs. Schedule and perform in-home visits and assessments to evaluate work and to ensure that clients meet the qualifications of the program.
- Reviews and processes new client admissions.
- Provides information to interested parties on program requirements and services.
- Prepares and posts annual and isolated RFQs and RFPs and manages the process with oversight from Director.
- Manages relations with outside Home Chore vendors.
- Assists in developing, revising, and evaluating program goals and budget.
- Processes, compiles, research, and analyzes complex information and prepares and verifies reports, correspondence and other documents utilizing applicable software, within established procedures.
- Enters verifies and reconciles complex information and data. Develops spreadsheets, databases, or reports.
- Performs advanced mathematical calculations to balance, reconcile and maintain records.
- Review and approves time sheets, mileage reimbursement requests, and similar documents for staff.

Grand Traverse County, MI Job Description

- Compiles statistical data. Prepares reports on program activities and expenditures. Monitors program activities against annual goals and objectives.
- Reviews paperwork; assists and instructs staff with completing paperwork and reports accurately and completely.
- Participates in/on a variety of meetings, committees, and/or other related groups to receive and convey information.
- Works with Director to ensure compliance to budgetary guidelines for program.
- Provide back-up assistance to other staff and supervisors of the Commission on Aging

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- High School Diploma or G.E.D. supplemented by college coursework in business management, office administration or a related field.
- Four to six years of related experience working with senior citizens

CERTIFICATIONS, LICENSES

- Requires a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.
- CPR Certification

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

Work requires evaluating the relevance and importance of theories, concepts, and principles and developing different approaches or tactical plans to fit specific circumstances. Independent judgment, personal discretion, and resourcefulness are needed to interpret and apply guidelines. Regular communications with other employees and the public, as well as the handling of difficult people is expected. Errors at this level could cause serious, but short-term consequences involving significant financial impact or cost, reduced service to the public, and/or strong negative citizen reaction requiring intervention from a higher-level manager and could affect others outside of a department.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- May be required to climb or balance; reach with hands and arms; stand; stoop, kneel, or crouch; talk and hear; smell; use hands to finger, handle, or feel.

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Advanced knowledge related to the Commission on Aging and relevant programs
- Ability to detect errors, determine causes, and make corrections as appropriate
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners, and telephones
- Skill in use of personal computer software, including spreadsheet development and word processing
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with clients, co-workers, and representatives of other agencies. Sensitivity to the needs of older adults.
- Knowledge of basic supervisory and employee management principles.
- Knowledge of applicable employee rights, protections, and avenues of appeal
- Knowledge of applicable policies and procedures governing the hiring, employment, and separation of employees
- Skill in assigning, prioritizing, monitoring, and reviewing work assignments
- Skill in mentoring and training employees with varying educational backgrounds and aptitudes
- Skill in anticipating potential personnel issues and taking appropriate action
- Ability to use sound judgment to detect unusual, harmful, or emergency situations and act accordingly
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Ability to consistently demonstrate sound ethics and judgment
- Ability to maintain the confidentiality of information and professional boundaries
- Ability to use County resources effectively and efficiently