



JOB DESCRIPTION

JOB TITLE: Older Adult Services Supervisor
DEPARTMENT: Community Services
REPORTS TO: Recreation Manager **DATE:** June, 2015
EMPLOYEE UNIT: Management, Professional, & Confidential
EXEMPT: Yes

JOB SUMMARY: Under general supervision of the Recreation Manager, performs work of considerable difficulty in managing the City's recreation and community services. This position provides oversight of programs and services for older adults, including management of the Centennial Recreation Senior Center.

CLASS CHARACTERISTICS: This is a supervisory level classification responsible for managing and evaluating the City's comprehensive programs for older adults, designed to meet the community's desires and coordinating services with partner organizations. This position requires knowledge of a wide variety of programs and services for older adults, which include health and wellness programs, education and lifelong learning opportunities, recreation, health and safety services, support programs, social opportunities, volunteerism, information and referrals. The Older Adult Services Supervisor must exercise considerable initiative and independent judgment in developing, organizing, implementing, and supervising programs, events, employees, volunteers, and related activities.

ESSENTIAL DUTIES, RESPONSIBILITIES, AND EXPECTED OUTCOMES:

The following essential duties, responsibilities, and expected outcomes are performed personally, in cooperation with the Recreation Manager, Director of Community Services, and/or in coordination with other City staff, operating partners, other public and private organizations, community groups, and members of the community. Additional duties may be assigned.

Leads the community in the implementation, management, and coordination of programs and services for older adults.

- Development, implementation and evaluation of older adult services goals, policies and staffing levels advance the organization's priorities. Analysis and implementation of partnership opportunities increase facility utilization and revenue generation.
- Extensive strategic planning in the area of aging friendly communities creates opportunities for citywide coordination of older adult services in the areas of transportation, nutrition, wellness, home based support, elder abuse prevention, and caregiver support.
- Ongoing involvement and understanding in countywide and region wide initiatives relating to older adults increases the amount of services available to Morgan Hill

residents.

- Preparation and delivery of customer feedback tools ensure ongoing review and improvement to operations.
- Development, review and adjustment of effective and efficient work schedules and work priorities meet ongoing program requirements
- Effective coordination with strategic partners enhances the quality of service delivery.
- Advocacy with government agencies increases inter agency coordination and development of policies and support for older adult services.
- Programs and services are customer-friendly and ensure timely response to both external and internal customer needs.
- Advocacy and planning for older adult transportation services increase opportunities for older adults to reach the Senior Center and other areas of the community.

Supervises recreation program delivery across a variety of program areas that meet the needs of the community.

- Support the creation and ongoing review of staff member and volunteer work plans for efficiency in operations and maximization of available staff resources.
- Effective utilization of contract instructors supports revenue growth and community participation.
- Evaluation of recreation program offerings ensures community needs and participation goals are being met.
- Timely investigation and resolution of customer complaints received from the public and other City/partner staff creates increased community trust and satisfaction.
- A comprehensive innovative plan for older adult programs and services results in the ability to meet changing community needs and industry trends and best practices.
- Purposeful community engagement supports the development of services and activities that serve the entire older adult community.

Leads in development of a high performing team where employees, partners, contractors, and volunteers provide high quality services in a coordinated manner.

- Collaborative leadership style that fosters teamwork and encourages employee input and involvement in decision-making.
- Coordination of work with partner organizations and other departments aids in creating an effective team oriented environment.
- Thorough and ongoing staff coaching and training support the provision of excellent customer service by staff members.
- Recruitment, selection, orientation, advancement, and evaluation of employees leads to the successful achievement of organizational and employee goals.
- Development and implementation of a training program on aging friendly communities for partners, staff members, and other aging service providers supports reduction of ageism in the community.

Creates community collaborations in which community organizations develop trust and confidence in the City and the Community Services Department.

- Supporting the ongoing success of a Senior Programs and Services Committee ensures active engagement from community members.

- Serving as a liaison for the Department to community organizations such as the Mt. Madonna YMCA and Institute on Aging increases partnership opportunities and collaborative events.
- Coordination with older adult serving agencies increases number and scope of services offered.
- Proactive and timely communication strengthens relationships with partner organizations and community members.

Balances cost recovery with community access to ensure that the Senior Center has the funding needed to provide core older adult services to the community.

- Successful ongoing grant writing ensures financial support for older adult services.
- Creative sponsorship and fundraising management provides for ongoing sustainability of Senior Services.
- Effective program management and pricing supports revenue generation without reducing access to older adults in need of service.

Prepares, submits, and administers an approved annual budget including the control necessary to ensure budgetary compliance and careful evaluation of maintenance needs and priorities.

- Current year projects, programs, and activities are successfully completed within approved budget parameters.
- Innovative approaches to maximize revenue and contain expenses are evaluated and implemented.

Performs other job-related responsibilities as evident or directed by supervisor.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Any combination of experience and training that would likely provide the required knowledge, skills, and abilities is qualifying.

Education & Experience:

1. A Bachelor's degree or equivalent from an accredited college with course work in gerontology, social work, recreation, business or a closely related field and
2. Four years of responsible aging services program experience, including at least two years in a lead or supervisory capacity.

Certificates and Licenses:

1. Possession of a valid California Class C driver's license in compliance with adopted City driving standards.
2. Certified Parks and Recreation Professional certificate is desired.

Other Requirements:

1. Must successfully complete a state mandated background investigation and drug screen at time of hire.
2. Bilingual English/Spanish highly desirable.

Knowledge of:

1. Understanding of Philosophies, techniques, trends, and principles of recreation management and service delivery for older adults.
2. Principles of organization, administration, and budget management.
3. Principles and practice of management, supervision, training, and performance evaluations.
4. Principles of customer satisfaction related to the delivery of programs and services for older adults.

Skill in:

1. Assessing and implementing community program needs and desires relating to older adults.
2. Developing and implementing budgets, supervising and directing day-to-day operations.
3. Supervising, training, and evaluating assigned staff, including the preparation and presentation of employee performance evaluations.
4. Preparing reports and maintaining records.
5. Grant writing and administration.
6. Advocating for community needs.
7. Use of common office software, including Microsoft Office.
8. Establishing and maintaining effective work relationships with City staff and the general public.
9. Evaluating operations for effectiveness and efficiency; recommending appropriate changes for improvement.
10. Communicating effectively, orally and in writing.
11. Providing outstanding customer satisfaction (internally and externally).

Ability to:

1. Provide organizational leadership to all Department employees, volunteers, and partners.
2. Effectively plan, manage, direct, train, coordinate, and evaluate the work of staff.
3. Prepare, analyze, and make recommendations pertaining to recreation service delivery.
4. Analyze problems quickly and draw logical conclusions, plan and implement an effective course of action.
5. Develop, as necessary, interpret, and apply policies and procedures, laws and regulations.
6. Develop and maintain effective working relationships with those contacted in the course of work.
7. Exercise responsibility to work with limited direction; and complete assigned work and meet deadlines.

PHYSICAL DEMANDS: Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is regularly required to talk or hear. Employee frequently is required to sit, stand, walk, use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, or crouch.

2. Employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: Work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The work environment is generally 90% indoors in a temperature-controlled office and 10% outdoors in various weather conditions; some travel is required.
2. Noise level in the work environment is usually moderate.
3. While performing the duties of this job, the employee works near swimming pools and various types of recreation equipment and is occasionally exposed to the risk of slipping and falling.

CORE VALUES COMMON TO ALL POSITIONS:

- Developing and maintaining a thorough working knowledge of all department and applicable City policies and procedures in order to help facilitate compliance with such policies and procedures by all employees.
- Demonstrating by personal example the service excellence and integrity expected from all employees by representing the City in a professional manner within our organization, to the general public, and with other agencies.
- Developing respectful and cooperative relationships with co-workers, including a willingness to assist newer employees.
- Conferring regularly with and keeping the immediate supervisor informed of all important matters pertaining to those functions and job responsibilities for which accountable.
- Working collaboratively within the organization and community to advance the values of teamwork, innovation, customer service, professional development, and meeting challenges.



I, _____, have reviewed the City of Morgan Hill's job description for **Older Adult Services Supervisor**. I understand the expectations and desired outcomes as outlined with appointment to this position.

Employee Name (please print)

Employee Signature

Date

City Manager

Date

Initials

Human Resources

Date

Initials