



City of Watsonville

Job Description

JOB TITLE:	Older Adult Services Supervisor	DATE APPROVED:
DEPARTMENT:	Parks and Community Services	SUPERSEDES: N/A
REPORTS TO:	Recreation Superintendent	
SUPERVISION:	Recreation Coordinator, Recreation Specialist, Other Department Employees	
EMPLOYEE UNIT:	Mid Management	
FLSA :	Exempt	

JOB SUMMARY:

Under general supervisor of the Department Director or designee, the Older Adult Services Supervisor 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 Senior Center. Employees in this classification receive limited supervision within a broad framework of policies and procedures. This job class is typically responsible for several recreational program areas and functions at a full supervisory level of classification.

DISTINGUISHING CHARACTERISTICS

This class functions at a full administrative level and is 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. The Older Adult Services Supervisor is also responsible for budget administration, cost recovery efforts, and the development of operating procedures. As a mid-manager, the incumbent is responsible for performance evaluations, discipline, and reviewing the work of assigned staff. This classification is distinguished from the next lower classification of Recreation Coordinator in that the latter classification typically coordinates and supervises the activities and operations of a single program or multiple small programs, but does not possess the comprehensive program area responsibilities of the Older Adult Services Supervisor. This position is distinguished from the higher classification of Recreation Superintendent in that the latter possesses division-wide responsibilities.

EXAMPLES OF ESSENTIAL DUTIES:

The following duties are performed personally, in cooperation with the Recreation Superintendent, Director of Parks and 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.

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

- a. 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.
 - b. 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.
 - c. Ongoing involvement and understanding in countywide and region wide initiatives relating to older adults increases the amount of services available to residents.
 - d. Preparation and delivery of customer feedback tools ensuring ongoing review and improvement to operations.
 - e. Development, review and adjustment of effective and efficient work schedules and work priorities meet ongoing program requirements.
 - f. Effective coordination with strategic partners enhances the quality of service delivery.
 - g. Advocacy with government agencies increases inter agency coordination and development of policies and support for older adult services.
 - h. Programs and services are customer-friendly and ensure timely response to both external and internal customer needs.
2. Advocacy and planning for older adult transportation services increasing opportunities for older adults to reach the Senior Center and other areas of the community.
3. Supervises a comprehensive program area and ensures programs are safe, high quality and meet the evolving needs of the community.
- a. Leading the creation and ongoing review of annual work plans for responsible program area leads to efficiency in operations and maximization of available resources.
 - b. Effective utilization of contract instructors supports revenue growth and community participation.
 - c. Evaluation of recreation program offerings ensures community needs and participation goals are being met.
 - d. Timely investigation and resolution of customer complaints received from the public and other City staff creates increased community trust and satisfaction.
 - e. A comprehensive innovative plan for recreation programs results in the ability to meet changing community needs.
 - f. Creative, appropriate, and measurable goals and objectives are developed to achieve and sustain quality programs, facilities, and services.
 - g. Purposeful community engagement supports the development of services and activities that serve the entire community.
4. Leads in development of a high performing team where employees, contractors, and volunteers provide high quality services in a coordinated manner.
- a. Collaborative leadership style that fosters teamwork and encourages employee input and involvement in decision-making.
 - b. Coordination of work with other Department aiding in creating an effective team oriented organization.
 - c. Thorough and ongoing staff coaching and training supporting the provision of excellent customer service by staff members.
 - d. Recruitment, selection, orientation, advancement, and evaluation of employees leading to the successful achievement of organizational and employee goals.
5. Creates community collaborations in which community organizations develop trust and confidence in the City and the Parks and Community Services Department.

- a. Serving as a liaison for the Department to community organizations increasing partnership opportunities and collaborative events.
 - b. Proactive and timely communication strengthening relationships with partner organizations and community members.
6. 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.
 - a. Successful ongoing grant writing ensuring financial support for older adult services.
 - b. Creative sponsorship and fundraising management providing for ongoing sustainability of Senior Services.
 - c. Effective program management and pricing supporting revenue generation without reducing access to older adults in need of service.
7. Prepares, submits, and administers an approved annual program budget, including the control necessary to ensure budgetary compliance and careful evaluation of program needs and priorities.
 - a. Current year projects, programs, and activities are successfully completed within approved budget parameters.
 - b. Innovative approaches to maximize revenue and contain expenses are evaluated and implemented.
8. Supports the Department in the management of recreation programs and facility rentals for City parks and recreation facilities.
 - a. Implementation and evaluation of recreation program goals, policies and staffing levels advancing the organization's priorities.
 - b. Preparation and delivery of customer feedback tools ensuring ongoing review and improvement to operations.
 - c. Development, review and adjustment of effective and efficient work schedules and work priorities to meet ongoing facility rental requirements
 - d. Effective coordination with Department maintenance team on scheduling maintenance activities to minimize or eliminate impact to the public's use of recreation facilities.
 - e. Program procedures are customer-friendly and ensure timely response to both external and internal customer needs.
9. Leads program operations in a manner that results in high community participation levels, leveraging of resources, and continuous improvement.
 - a. Customer satisfaction is a Department priority, achieved through formal and informal customer feedback confirming the delivery of services meeting customers' needs, and wants within a specific timeframe.
 - b. Forward thinking and customer focused operating procedures are established and routinely evaluated for their effectiveness.
 - c. Ongoing evaluation and service enhancements are of importance for all City-wide and Department events and programs.
 - d. Partnerships are actively sought out and maintained to reduce duplication of services, enhance events, and improve efficiency.
 - e. A strategic marketing and promotions plan for programs increases community awareness, participation rates, and program sponsorships and revenues.
10. Performs other job-related responsibilities as evident or directed.

EMPLOYMENT STANDARDS

Knowledge of:

- Philosophies, techniques, trends and principles of recreation management, special events and facility rental management, especially as they pertain to older adults.
- Principles of organization, administration, and budget management.
- Principles and practice of management, supervision, training, and performance evaluations.
- Principles of customer satisfaction related to the delivery of recreation programs.
- Grant writing and administration.

Ability to:

- Plan, organize, schedule, direct, coordinate, and evaluate assigned portions of the City's recreational program
- Provide supervision and training to assigned staff
- Assess community recreational needs and develop programs to meet those needs
- Assist with the preparation of budget requests and expenditure control
- Prepare a variety of comprehensive reports and publicity material including maintaining records.
- Make effective public speaking presentations
- Develop and maintain effective working relationships with those contacted in the course of work

TRAINING AND EXPERIENCE:

Any combination of training and experience, which would provide the required knowledge and abilities, is qualifying. A typical way to obtain the knowledge and abilities is:

- Completion of advanced educational study in public recreation or a closely related field and two years of increasingly responsible experience in recreational program planning and development.

SPECIAL REQUIREMENTS

- Must be available to work evenings and weekends as required

LICENSE & CERTIFICATION:

- A valid and appropriate California Class Driver's License and a safe driving record

PHYSICAL REQUIREMENTS:

- Sitting – Ability to work in a seated position at a computer station for extended periods of time
- Lifting – Ability to safely lift up to 50 pounds to waist level, including bending at knees to facilitate proper lifting techniques
- Manual Dexterity – Ability to perform multiple work activities requiring a significant level of physical and mental coordination, such as operating a computer keyboard, copying machine, grasping files, etc.
- Visual – Ability to read printed materials and view a computer screen for long periods with or without correction
- Hearing and Speech – Ability to communicate in person, before groups, and over the telephone
- Mobility – Ability to work in a standard office setting and operate a motor vehicle to visit various meeting sites, reach, carry, push, pull, stoop and bend, kneel, reach in all directions, climb stairs
- Environment-Work indoors in an office environment subject to heat/cold and fragrances