



City of Lake Oswego, Oregon

Job Description

ACC PROGRAM SUPERVISOR

FLSA Status: Exempt

Salary Grade: 515

Union Representation: Non-represented

Job Code: 5025

Class Summary

Under direction, acts as a focal point for community-based service programs for older adults and volunteers. Evaluates program needs through established methodology, and develops plans to meet those needs. Duties include program promotion and coordination, assessment, outreach, and training of staff and volunteers.

Essential Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

1. Coordinates community services at the Adult Community Center (ACC) including human services, health and wellness, nutrition, education, and transportation.
2. Supervises Client Services Coordinator, Transportation Coordinator, Respite Specialists, and volunteers via prioritizing and developing work plans, performance previews, development plans and routine feedback. Assists in recruiting, interviewing and hiring staff. Makes hiring and termination recommendations, and pay rate recommendations.
3. Continually evaluates human and community services programs for efficacy, making recommendations for additions and improvements, with an emphasis on researching best practices and evidence based programs.
4. Attends Department, board, committee, team and community meetings to represent the division as requested.
5. Places, trains, supports and evaluates human and community services volunteers.
6. Assists with development of policies and procedures, prepares program reports and statistics, and evaluates programs through established outcome based evaluations.
7. Provides program development, promotion, and evaluation, contract preparation, budgeting, billing and accounting responsibilities and staffing. Oversees written/computer documentation of ACC's human services.
8. Prepares and implements marketing plans for assigned programs and projects. Produces promotional materials such as press releases, brochures and flyers, distributes press releases to newspapers and other media contacts, performs community outreach and education, creates newsletter content and publicity for ACC community services programs.

9. Evaluates assigned programs, prepares reports and makes recommendations on established schedule to ACC/Parks and Recreation staff.
10. Develops and monitors program budgets; maintains financial records for assigned areas of responsibility; and participates in preparing the ACC's budget.
11. Performs other duties of a similar nature or level.

Minimum Qualifications

Knowledge of:

- Supervisory theories and principles.
- Fluent in best practices for older adults.
- Budgeting theories and principles.
- Practices and principles of effective volunteer management.
- Gerontology, sociology, psychology and special needs of older adults.
- Program management.
- Personal computers and related software applications.

Skills and Abilities to:

- Apply supervisory theories and practices.
- Manage and participate on a team and in a team environment, to produce high quality results.
- Demonstrate leadership behavior to internal and external customers
- Prepare budgets.
- Coordinate and promoting programs and special events.
- Manage programs.
- Make presentations.
- Coordinate, train and supervise volunteers.
- Prioritize competing tasks.
- Promote positive relationships.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a Bachelor's degree in Social Work, Human Services, Gerontology, or related field and four years related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing and Other Requirements:

Positions in this classification may require the ability to possess and maintain a valid driver's license and ability to meet the City's driving standards.

Physical and Mental Demands

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Moderate Physical Work: Must be able to move objects by exerting up to (20) pounds of force frequently, and/or up to (10) pounds of force consistently.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in

part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Department Director

Date

Human Resources Director

Date

Employee

Date

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.