

**Lane Council of Governments
Job Classification**

Job Title: Program Supervisor

FLSA Status: Exempt

Division: Senior & Disabled Services

Range: 22

Reports To: S&DS Program Manager

Last Revised: June 2010

General Statement of Duties

Plans, organizes, and supervises programs for senior and disabled citizens including development and implementation of goals, objectives, and service levels; represents the organization at various community and other agency meetings; supervises the work of assigned staff.

Supervision Received

Work is performed under applicable policies, guidelines, and general supervision. Work performance is evaluated through periodic conferences and reports and through the adequacy and timeliness of records, reports, and services provided.

Supervision Exercised

Plans, organizes, coordinates, schedules, assigns, and evaluates the work of case managers, support, and other staff; provides training as needed.

Resource Responsibility

Moderate responsibility for financial and human resources. Includes final decisions or recommendations regarding correct use of resources with only general checks for reasonableness of actions. Decisions made within policy guidelines.

Essential Job Functions

Plans, organizes, and supervises programs for senior and disabled citizens.

Supervises and coordinates the activities of assigned staff.

Interviews and recommends the hiring of new staff members, recommends staffing changes, plans and organizes workloads and assignments, conducts performance evaluations, resolves personnel matters, and provides training to employees to ensure effective delivery of services.

Assesses staff training needs and coordinates or develops training sessions. Develops training curricula and provides group training and one-to-one instruction to staff.

Implements policies, procedures, and performance standards to assure efficient and effective activities that are in compliance with federal, state and division guidelines, goals, and objectives.

Reviews and analyzes existing practices and procedures to recommend improvements and changes as warranted. Also reviews client files to (1) evaluate employees' knowledge of rules, policies, and procedures, (2) assess training needs, and (3) maintain quality and accuracy.

Writes a variety of reports and instructions for work assignments. Prepares narrative and statistical reports.

Responds to inquiries, complaints, problems, or emergencies affecting the availability or quality of services.

Attends and/or conducts various meetings; serves as liaison with community agencies.

Other Job Functions

Conducts special studies or projects as assigned.

Performs other related duties as assigned.

Working Conditions

Duties are primarily performed in an office environment while sitting at a desk or computer terminal. Some travel is required.

Knowledge, Skills, and Abilities

Considerable knowledge of the principles, theories, and practices related to providing services to senior and disabled citizens.

Considerable technical expertise in the assigned program areas. General knowledge of the agency's programs and services; detailed knowledge of those programs and services for which the supervisor is directly responsible.

Considerable knowledge of supervisory principles and practices.

Considerable knowledge of the legal requirements, standards, regulations, and laws applicable to programs for senior and disabled citizens.

Knowledge of community resources and services for the elderly and disabled.

Ability to apply basic management skills, including planning, organizing, directing, motivating, controlling, and decision-making.

Ability to develop program goals and objectives and conduct planning activities.

Ability to analyze and evaluate operations, develop and recommend corrective actions.

Ability to establish and maintain effective working relationships with employees, other agencies and the general public.

Ability to communicate effectively, both orally and in writing, with individuals and groups regarding complex or sensitive issues or regulations.

Ability to develop and implement innovative services in area of assignment.

Ability to master a variety of computer applications.

Physical ability to perform assigned work.

Education and Experience

Bachelor's degree in social work, human services, or a related field, and three years progressively responsible experience providing services to senior and disabled citizens, including supervisory or lead experience; or any combination of education and experience that provides the applicant with the knowledge, skills, and ability required to perform the job.

Licenses, Certificates, and Other Requirements

Valid Oregon State driver's license or the ability to obtain reliable transportation to a variety of sites in Lane County.