DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to plan, direct and evaluate all activities, programs and services to assist, educate and entertain elderly clients at a City of Phoenix Senior Center. Activities, programs and services include outreach and counseling, educational classes and lectures, recreational and social events, arts and crafts, field trips, physical exercises, distribution of USDA commodities and various food supplements, transportation and shopping assistance, health clinics, and legal assistance.

The incumbent supervises Caseworker II, Senior Center Assistants, and Secretaries II, as well as other part-time staff and volunteers engaged in outreach efforts and various activities for the elderly. The Senior Programs Supervisor II is also responsible for all aspects of meal delivery from a Full Prep Kitchen. This includes meals delivered to senior centers with service kitchens as well as home delivered meals. The incumbent maintains logs on meals served, meals delivered, temperatures of prepared foods delivered and food/commodities purchased. This position supervises full-time cooks, assistant cooks, nutrition managers, and meal delivery aides. This class is supervised by the Human Services Program Coordinator who reviews performance through observation of work methods, conferences, reports, and evaluation of results achieved. Responsibility of the home meal delivery program differentiates the Senior Programs Supervisor II from the Senior Program Supervisor I.

ESSENTIAL FUNCTIONS:

- Plans, develops, implements, provides, and evaluates food, nutrition, and social activities, programs and services for the elderly and disabled either directly or through advocacy with other service providers;
- Monitors and reports on budgeted expenditures involved in food/commodity purchases, contributions for meals, advisory board funds, and special fund raisers;
- Trains, supervises, evaluates and disciplines program personnel and recruits and trains volunteers;
- Counsels and assists clients in understanding causes and contributing factors to their personal problems and persuades them to identify and utilize personal and external resources to resolve or alleviate those problems;
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- Participates in collaborative efforts to develop new funding opportunities and programs;
- Identifies, coordinates, and facilitates the correction of facility problems, including ADA and health code violations;
- Schedules facilities and outside presenters for Senior Center activities;
- Works with citizen advisory groups to plan and evaluate programs;
- Supervises and conducts community outreach efforts to recruit new Senior Center clients;
- Develops and participates in fundraising efforts for Senior Center activities and special events;
- Keeps records and writes administrative reports;
- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Problems, special needs and community resources available for the elderly and disabled.
- Counseling techniques.
- Physical, social, cultural and special population activities.
- Principles and practices of supervision.
- Leadership styles and skills.

Ability to:

- Relate to the problems of the elderly and disabled and assist them in identifying and solving their problems by direct counseling and referral.
- Perform a broad range of supervisory responsibilities over others.
- Communicate in the English language by phone or in person in a one-to-one or group setting.
- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Perform basic arithmetical calculations (addition, subtraction, multiplication, and division).
- Work cooperatively with other City employees, clients, volunteers, and various public and private agencies.
- Work safely without presenting a direct threat to self or others.
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Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years as a Senior Programs Supervisor I or four years community service work with special emphasis on social services, with program development experience specific to the needs of the elderly or disabled including one year of experience with a meal delivery program and a bachelor's degree in social work, sociology, gerontology or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.