



Date Last Revised: 07/2023
Bargaining Unit: MCPE
FLSA: Covered
EEO: 8

SENIOR SERVICES SUPERVISOR

DEFINITION

This position has several key areas of responsibility. These include the coordination of senior programs in Walker/Coleville and Bridgeport areas, and may include coordination of senior activities in other areas of the county. Programs include nutrition, transportation, outreach, information and referral, prevention activities, public assistance eligibility, and volunteer services. The incumbent will supervise Antelope Valley Senior Center staff, and other duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents perform the full range of tasks associated with coordination of senior services and public use of the Antelope Valley Senior Center. This position requires that the incumbent work well with a wide range of community members and possess employee performance management skills.

REPORTS TO

Social Services Director or his/her designee.

CLASSIFICATIONS SUPERVISED

Cook/Driver

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Senior Services – Manages operations and activities for the senior population; identifies senior’s needs and meets on-site or refers to appropriate individual or agency; organizes and delivers social activities; coordinates and helps to develop plans to stimulate community interest and involvement in the senior program; coordinates and trains volunteers; organizes and attends meetings and “in service” training; maintains various statistical records and individual case files.

Plans, organizes, and coordinates services and activities at a Mono County Senior Citizens Center; identify needs and refer clients to appropriate resources; assists with budget preparation and efficient management of Center operations; provides supervision for food service staff; oversees preparation and serving of meals and food preparation for delivery in the local community; oversees menu development and planning, ensuring proper food nutrition and quantities; ensures proper supervision of volunteers who assist with meal preparation and serving; prepares orders for food items; provides training for Center staff; authorizes emergency purchases of food and supplies when necessary; maintains current and accurate equipment maintenance and inventory records; ensures proper storage of food and supplies; performs a variety of assignments related to food preparation, food dispensing, kitchen sanitation, and equipment maintenance; manages delivery of food throughout the county, ensuring proper temperature and sanitation of meals which are delivered; oversees medical transportation escort services; performs community outreach and represents the Center in the local community; compiles and submits monthly statistical reports complying with California Department of Aging and Eastern Sierra Area Agency on Aging requirements.

Manages the assessment of all home-delivered meal recipients in the north-county, counts and deposits all program income donations for nutrition, transportation, and other services; follows California Department of Aging, Department of Social Services, Eastern Sierra Area on Aging (ESAAA), and County policies and procedures; supervises the work of the Senior Services Cook Driver positions.

Social Services - Provides education, information and conducts screenings related to a variety of social services programs, under the direction of the Social Services Director or his/her designee. Provides a senior depression prevention program. May assist with transportation of clients and provide well checks of clients in the Child and Adult Protective Services Programs.

Incumbent works with a high degree of independence in coordinating and administering services and in using agency or community resources; may determine initial and continuing eligibility for one or more aid programs; performs other related work as assigned.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; stoop, kneel, and crouch to pick up or move objects and kitchen equipment; physical ability to lift and carry objects weighing up to 25 lbs. without assistance and from 25-50 lbs. with assistance; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; uses ovens, steamers, mixers, slicers, choppers, steam tables, and food transporters; use of office equipment, including computer, telephone, calculator, copiers, and FAX, safely drive a vehicle for delivery of food.

TYPICAL WORKING CONDITIONS

Work is performed in a kitchen and office environment; exposure to heat and electrical energy; work is performed in an environment with constant noise; work is performed around equipment with moving parts; some exposure to chemicals, cleaning solutions, and bleaches; regular exposure to moisture and wetness; work requires driving in various weather conditions; continuous contact with other staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- The functions, activities, and services of a Senior Services Site.
- Planning coordination and development of activities for Senior Program clients.
- Principles of work planning, staff supervision, and training.
- Principles of volunteer coordination, supervision, and motivation.
- Proper record keeping and inventory reporting methods.
- Proper sanitation and safety requirements associated with food preparation and serving.
- Maintenance of proper temperature and sanitation of food which is delivered to clients.
- Normal behavior and emotional needs of senior citizens.
- Physical signs and symptoms requiring medical assistance.
- Agency and community resources.
- Methods, practices, and procedures used in ordering, storing, preparing, and cooking substantial quantities of food for serving to a group.
- Operation and use of equipment, machines, and utensils used in quantity food preparation.
- Safe driving principles.

Ability to:

- Understand and comply with the California State and Eastern Sierra Area Agency on Aging policies, rules, and regulations for administering senior programs.
- Plan, organize, coordinate, and direct the functions of a Mono County Senior Services Center.
- Plan and implement activities for the senior population.
- Provide direction, training, and supervision for site staff and volunteers.
- Assist with planning menus with proper nutrition and quantities for preparing and serving meals.
- Assist with establishing schedules for delivery of food within the local community.
- Safely use and operate food service appliances and equipment.
- Maintain accurate records and prepare reports.
- Work with a high degree of independence.
- Demonstrate cooperative behavior with colleagues, supervisors, and customers/clients.
- Provide positive representation of Mono County and the Mono County Senior Center programs.
- Prepare a variety of foods in substantial quantities and serve to seniors within established time constraints.
- Effectively read, interpret, and adjust recipes.
- Safely operate a motor vehicle.
- Maintain proper temperature and sanitation of food during delivery.

Training and Experience:

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

Three years of previous work experience in overseeing activities in a group setting or quantity food preparation, preferably with a senior population.

Special Requirements:

- Possession of a valid driver's license.
- Possession of a valid Food Safety Manager Certification, or the ability to obtain such within 12 months of hire.