

north shore senior center

POSITION: Program Supervisor

DEPARTMENT: Senior and Family Services

REPORTS TO: Director of Senior and Family Services

FLSA STATUS: Exempt

LOCATION: Niles, IL

FT: Full-time (35 hours/week)

Are you passionate about serving older adults? Would you like to make a difference in the lives of those we serve? If you answered yes, then you will enjoy working at North Shore Senior Center! We are in search of a caring and compassionate Program Supervisor to join our team – someone who will bring their experience and passion to support the independence and well-being of older adults.

NSSC is a small non-profit social services agency with just over 100 employees. For the third year in a row, Chicago Tribune has recognized NSSC as a Top Workplace in the Chicagoland area. We work hard to foster a very supportive work environment that promotes a healthy work-life balance. We invest in the training and support of new employees as they start in this new role. Additionally, NSSC provides 18 hours of continuing education opportunities annually.

SUMMARY: The Program Supervisor provides supervision to staff that work in some of, or all of the following programs: Community Care Program, Comprehensive Care Coordination, Caregiver Specialists, Intake and support groups. The Program Supervisor also represents the agency at meetings and forums in the community.

DUTIES AND RESPONSIBILITIES:

- Supervises the staff that work in some or all of the following programs: Community Care Program, Comprehensive Care Coordination, Caregiver Specialists, Intake, and support groups.
- Conducts regular supervision with staff and assists with problem solving.
- Interviews, hires, and trains new employees.
- Provides quality assurance for all programs.
- Completes annual staff evaluations of supervised staff members.
- Assures agency participation in state sponsored training and conformity to policies and procedures.
- Able to perform all duties of a Care Coordinator in relationship to participants.
- Maintains CCC certification and licensure.
- Represents the agency at meetings and forums in the community.
- Works with Director of Senior and Family Services to identify and address unmet needs of the aging community and obstacles to provision of needed services.

SUPERVISORY RESPONSIBILITIES:

- Supervises Community Care Program, Comprehensive Care Coordination, Caregiver Specialists, Intake and support groups.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include interviewing, hiring, and training employees; planning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS:

- Master's Degree (MA, MSW) in social work, counseling, or a related social services field
- LCSW or LCPC licensure preferred
- Supervisory experience
- Two years of experience in provision of social services to older adults, preferred
- Knowledge of community supportive services
- Other skills required:
 - Good interpersonal and organizational skills
 - Detail-oriented
 - Sensitivity to cultural diversity
 - Knowledge of basic computer programs
 - Current driver's license and access to a car required
 - Clears criminal background check
 - Current CPR/AED and First Aid Certification preferred

To be considered for this position, please send your resume and salary requirements to hr@nssc.org.

EOE: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race (including traits associated with race including, but not limited to, hair texture and protective hairstyles such as braids, locks and twists), color, religion, sex (including pregnancy, gender identity, and sexual orientation), marital status, parental status, national origin, age, disability, veteran status, genetic information, or any other status protected by applicable federal, state or local law.