north shore senior center

JOB TITLE: Program Supervisor

DEPARTMENT: Senior & Family Services

FLSA STATUS: Exempt

FT/PT: Full-time (35 hours/week)

PAY: $62,000 - $75,000/year

Are you passionate about supporting the well-being of older adults? Do you want to make a meaningful difference in the lives of the 24,000 individuals we serve each year? If so, North Shore Senior Center could be the perfect place for you! We are currently looking for a dedicated Program Supervisor to join our team.

As a "Best & Brightest" company to work for, NSSC is a nationally accredited 501(c)(3) nonprofit, committed to enhancing the lives of older adults across a broad spectrum of needs—from those living independently to those needing comprehensive care. Our wide range of services includes specialized dementia care, social services, educational and wellness programs, and volunteer opportunities, all designed to enrich the lives of older adults across the 26 communities we serve.

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
- Completes reports in a timely manner
- Attends scheduled staff meetings
- Completes all required continuing professional education hours as required by IDOA annually
- Responds to medical emergencies and performs CPR/AED and First Aid if certified
- Performs other related duties as assigned by management

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 licensure preferred
- Supervisory experience preferred
- 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

FULL-TIME BENEFITS/PERKS:

- 401(k)
- Employer matched 401(k) retirement savings plan
- Generous paid time off to maintain work-life balance
- Sick Time
- 12 Paid Holidays
- Comprehensive medical, dental, and vision insurance coverage
- Employer Paid Life Insurance
- Short-term Disability Insurance
- Employer Paid Long-term Disability Insurance
- Flexible spending and health savings accounts
- Access to employee assistance programs
- Employee discounts
- Mileage reimbursement
- Professional development opportunities
- Referral bonus program
- Tuition reimbursement
- Diverse and inclusive workplace
- Positive work culture
- Free membership to NSSC Fitness Center

To be considered for this position, please send your resume 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.