



TITLE: PUBLIC AUTHORITY SUPERVISOR

FLSA: Non-Exempt

BOARD APPROVED:

BARGAINING UNIT: Unrepresented

DEFINITION

Under direction of the assigned Program Manager or designee, plans, organizes, coordinates and supervises staff in the activities and operations of the Public Authority for the In-Home Supportive Services (IHSS) program, ensuring compliance with all relevant county, state and federal laws, regulations and agreements. This is an unrepresented position that is employed by the Tehama County In-Home Supportive Services Public Authority.

SUPERVISION RECEIVED AND EXERCISED:

Receives supervision from the Program Manager or designee. Exercises direct supervision over assigned program staff.

CLASS CHARACTERISTICS:

This is a supervisory-level classification. The Public Authority Supervisor has overall responsibility for the program operations of the IHSS Public Authority registry, providing supervision and direction to staff assigned to perform duties related to the IHSS Public Authority and other program areas as assigned.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only):

- Plans, organizes, directs and coordinates the work of assigned staff.
- Supervise and evaluate the work of subordinate program staff; provides adequate training as required. Recruits and coordinates the Public Authority Advisory Committee. Serves as staff to the Public Authority Advisory Committee.
- Coordinates and directs day-to-day operations of the provider registry, provider/recipient training activities, and office management.
- Establishes priorities and develops strategies to achieve program operational objectives.
- Coordinates specific targeted community projects as assigned and coordinates activities of these programs.
- Analyzes and evaluates programmatic operational problems and recommends effective courses of action.
- Establishes, reviews, and revises policies and procedures.
- Creates operating manuals, workflow charts, narrative and statistical reports as needed.
- Refers providers, clients and the general public to other service agencies as appropriate.
- Maintains effective working relationships with community organizations.
- Communicates with Program Manager regarding program progress, problems, or issues.

- Performs general administrative/office work as necessary, including but not limited to attending meetings, establishing and maintaining files, typing reports and correspondence, copying documents, entering data into the computer, answering the phone, etc.
- Attends necessary trainings as assigned.
- Prepares resolutions, standard agreements, agenda request forms, and other documents as required by the Board of Supervisors.
- Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Applicable Federal, State, County, Department, and Divisions laws, regulations, policies, and procedures
- Modern office practices, methods, and computer equipment
- Record keeping principles and procedures
- Computer applications related to work
- English usage, grammar, spelling, vocabulary, and punctuation
- Methods, procedures, and policies of the department
- State and Federal laws, rules and regulations governing low-income assistance programming
- Social/health agency resources
- Techniques for dealing effectively with and providing a high level of customer service to all individuals contacted in the course of work
- Principles, practices and techniques of supervision and training

Ability to:

- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Work independently and as a team member.
- Use English effectively to communicate in person, over the phone and in writing.
- Organize and prioritize a variety of projects and multiple asks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Make accurate arithmetic, financial and statistical computations.
- Plan, organize and prioritize daily assignments and work activities.
- Use independent judgment and work discretion in coordinating various projects.
- Supervise and evaluate the work of others.
- Read and interpret materials pertaining to the responsibilities of the job.
- Assemble and analyze information and prepare written reports and records in a clear, concise manner.
- Establish and maintain effective working relationships with those contacted on the job.
- Maintain significant flexibility in daily operations and decision making.

Education and Experience:

Any combinations of training and experience which would provide the required knowledge, skills and abilities are qualifying. A typical way to obtain the required qualifications would be:

- Graduation from an accredited college or university with a bachelor's degree in social/human services, other social or behavioral science, or a business related field.

OR

- Equivalent to completion of the twelfth (12th) grade AND fifteen (15) semester units in social/human services, other social or behavioral science, or a business related field, and;
- Two (2) years of professional experience administering various programs to low-income individuals and families. Supervisory and/or IHSS Public Authority experience is desirable.
- Other combination of education and experience may be considered.

License and Special Requirements:

- Possession of, or ability to obtain and maintain, a valid California Class C Driver License and a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

PHYSICAL DEMANDS:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visits various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions.

WORKING CONDITIONS:

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may be exposed to dust, scents, and fumes. Employees may be subject to irregular working hours and average stress due to deadlines. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing department policies and procedures.

**EQUAL OPPORTUNITY EMPLOYER /AMERICANS WITH DISABILITIES ACT
COMPLIANT /VETERANS` PREFERENCE POLICY /DRUG-FREE WORKPLACE**