SUPERVISOR

Description
Community Action Agency of Greater Kansas City is a nonprofit organization providing programs and services to low-income residents of Jackson, Platte and Clay counties, Missouri.

Essential Functions

1. Supervise the daily operations of the administrative staff
2. Ensure staff are informed and following the program guidelines, policies and procedures
3. Evaluate and train staff, volunteers and temporary staff regularly on program guidelines, rights and responsibilities
4. Maintain knowledge of programs and eligibility criteria
5. Conduct performance evaluation on assigned staff
6. Review and submit time records accurately
7. Work closely with management staff to ensure performance and productivity monitoring and reporting
8. Monitor and report on the quality and quantity of staff’s work by regularly conducting quality reviews on files
9. Conduct and document weekly staff meetings
10. Monitor pertinent and accurate information from participants and household members for program improvement
11. Date stamp documents upon receipt
12. Monitor staff input for accurate data into State agency and company database
13. Be non-judgmental and objective in working with clients, vendors and coworkers
14. Adjust to frequent changes in duties and procedures
15. Work independently and/or team setting and adhere to deadlines
16. Ability to work efficiently and effectively in high stressful situations
17. Modify, update and review CAAGKC forms and documentations for program improvement, compliance and workflow.
18. Represent CAAGKC at special events, meetings and/or remote locations to collect and/or inform applicants of programs and services
19. Inform participants of other CAAGKC programs and services they may qualify for
20. Any other duties as assigned

Minimum Requirements

1. Associate degree or higher
2. Three (3) years’ experience in social services providing human services to a comparable clientele
3. Three (3) years’ Supervisory experience
4. Database management and quality control experience
5. Type 45 words per minute, basic math skills, strong attention to details
6. Experience working with the public
7. Ability to read, comprehend, and follow training manual guidelines and procedures
8. Excellent listening and assessment skills
9. Experience using email, facsimile machine, scanner, and copier
10. Proficient in alpha-numeric filing, Microsoft Office products: word, excel, and outlook and ability to learn State agency database
11. Some evenings and weekends required occasionally
12. Reliable transportation, valid driver license, and maintain active car insurance

Physical Demands
Sitting – 80%
Bending – 5%
Standing – 10%
Lifting – 5% ability to lift at least 25 lbs. or less

Work Environment
In office – 80%
Out of office – 20%