

POSITION DESCRIPTION

Position: **Reno Works Supervisor** Status: Non-exempt
Program: Reno Works Date Revised: 03/2019
Reports to: Operations and Compliance Manager

POSITION SUMMARY:

Under general supervision, this position is responsible for the implementation of Reno Works to include coordination, oversight, interventions and support for the Reno Works program and crew. In addition, the Reno Works Supervisor will provide on-going support to the Reno Works crew participants.

OBJECTIVES/ACTIVITIES:

- A. Responsible for assisting Reno Works participants with employment preparation, readiness and retention.
 - 1. Assist participants with the development of their resumes and provide interviewing skills in order for participants to gain employment.
 - 2. Liaison with employers, public agencies and participants to meet the goals of the program.
 - 3. Provide one-on-one and group trainings on job retention topics such as Ready to Work or Getting Ahead.
 - 4. Implement plans to assist the clients in the successful completion of the program.
 - 5. Develop and provide training opportunities to increase the likelihood of employment.
 - 6. Schedule outside agencies to provide education, training and related support to crews.
 - 7. Help participants obtain appropriate work attire.
 - 8. Assist participants with establishing transportation access to and from work.
 - 9. Role model positive behavior to help participants as they work towards self-sufficiency.
 - 10. Provide follow-up with Reno Works graduates as requested by the Operations and Compliance Manager.

- B. Responsible for selection and supervision of Reno Works participants and crew activities.
 - 1. Interview and hire candidates for the program. Provide department orientation and training of new participants.
 - 2. In conjunction with the City of Reno, assist in planning work crew activities.
 - 3. Transport clients to designated work sites.
 - 4. Supervise, train and evaluate crewmembers during crew activities.
 - 5. Assign individuals or groups to activities such as cutting/clearing brush, clearing roadside debris, cleaning, removing, and replacing culverts, digging ditches, burning grasses and clearing/maintaining roadways, parks, landscaped areas, and other Reno facilities.
 - 6. Oversee a variety of skilled small equipment operation and maintenance work.
 - 7. Estimate and schedule work to be done and the quantities of material needed.
 - 8. Inspect work projects in progress and upon completion.
 - 9. Ensure that work crews employ proper work safety methods and standards.

10. Respond to all client questions and concerns. Provide crew with direction when needed.
 11. Maintain records of work performed, supplies used, and equipment maintenance.
 12. Maintain clear, thorough, routine communication with all clients.
 13. May perform other duties as assigned.
- C. Responsible for all areas of daily program maintenance in compliance with company policies.
1. Document and report all client concerns and/or infractions that can impact the program security.
 2. Complete all shift logs, observation logs, and incident reports
 3. Monitor inventory of program equipment and supplies and take appropriate action to replace or restock as needed.
 4. Secure approval for exceptions to standard policy.
 5. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
 6. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
 7. Communicate with on-site program staff, Administrative Assistant, Regional Director, Operations and Compliance Manager, service providers and external county/state/city program representatives as required.
 8. Direct available resources as required.
 9. Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.
 10. Maintain records of all work crew participants for each session.
 11. Provide documentation requested by Volunteers of America as needed.
- D. Responsible for the assistance of training and development of new staff.
1. Assist in department orientation and training of new participants as requested to assure quality work outcomes.
 2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
 3. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
- E. Responsible for self-development
1. Continually learn and enhance technical and interpersonal skills.
 2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

EQUIVALENT EDUCATION AND EXPERIENCE:

A bachelor's degree is required. Equivalent years of related experience may substitute for bachelor's degree. Employment and/or case management needs of homeless or low-income clients is preferred. Two years hiring, supervising, and scheduling is preferred. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, persons with disabilities and reentry population. Must be able to utilize a range of interventions to work with clients with varying needs and levels of

functioning. This position requires successful completion of background check. Computer skills required. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. A valid Nevada driver license, proof of insurance, and a clean driving record are required. Must have the flexibility to work irregular hours and have the willingness to function as a team member.

SPECIFIC SKILLS REQUIRED:

Teamwork skills
Oral and written communication skills
Ability to de-escalate crises and assist clients and staff in emergencies
Organizational skills
Analytical and decision making ability

PHYSICAL REQUIREMENTS:

Lift and move up to 100 pounds with assistance
Physically able to safely maneuver weight distribution of a client in an emergency situation
Stand, walk, bend, stoop, and sit frequently
Kneel occasionally
Climb stairs where programs have more than one level
Walk for long distances and on sloped ground and slippery and uneven surfaces
Be able to maneuver quickly in emergencies to assist clients as needed

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Operations and Compliance Manager or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

This position supervises the 10-12 person work crew on a daily basis.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of employees. The Reno Works Supervisor is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible.

NUMBER OF EMPLOYEES:

10-12 work crew employees report to this position.

This Reno Works Supervisor job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed _____