



Nevada | Placer | Sacramento | Sierra | Sutter | Yolo | Yuba Counties

PROGRAM SUPERVISOR

FULL TIME, NON-EXEMPT

GRADE: 17

Effective 5/1/23 (revised 4/6/2026)

The mission of the Agency on Aging Area 4 (AAA4) is enriching the lives of older adults and people with disabilities by **FOSTERING** networks of support, **ADVOCATING** for individual choice, **COLLABORATING** with others, **ENSURING** equity, and **STRIVING** to do so with conviction.

Formed as a Joint Powers Authority to serve Nevada, Placer, Sacramento, Sierra, Sutter, Yolo, and Yuba Counties, AAA4 is a Public Agency with non-profit status. Funded by monies from the Older Americans Act (OAA) and various grants, AAA4 creates, supports, and monitors a wide variety of programs for older adults and people with disabilities designed to help them maintain their health and independence. In 2023 the Agency celebrated 50 years of delivering its mission of supportive service to its communities.

AAA4 shares responsibility for the delivery of the services of various Aging and Disability Resource Connections (ADRCs) and is committed to providing warm handoffs to those who reach out for assistance, embracing the No Wrong Door philosophy of client care.

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Under the direction of a Program Manager or Program Administrator, the Program Supervisor (PS) is responsible for the day-to-day oversight of the staff and activities of a program. "Program" is defined as distinct services, operations, and/or functions which provide specialized professional services that may be internal and/or external focused. The PS plans, prioritizes, assigns, supervises, and reviews the work of the program staff, including developing and revising work processes to meet program goals and objectives. The PS provides or coordinates staff training; coaches staff to enhance skills and/or correct deficiencies; and recommends and implements policies and procedures. The PS participates in the development and administration of the program budget. The PS responds to and resolves confidential and sensitive inquiries; provides expert guidance to other departments, the general public, and outside agencies; prepares and presents various reports on operations and activities; and serves as an Agency representative on committees, task forces, special projects, and other community outreach efforts.

General knowledge, skills, and abilities

- Understanding of the normal aging process and the common needs/concerns of older adults, people with disabilities, and their caregivers
- Familiarity with the Older Americans Act and Title 22 of the California Code of Regulations
- Ability to communicate effectively and professionally in person, electronically, and/or by telephone
- Excellent organizational and time management skills
- Ability to identify concerns, assess, and problem solve with the general public, stakeholders, fellow employees, and volunteers, to ensure a satisfactory resolution of requests for service
- Computer skills to maintain and report data, work with web-based systems, use Microsoft Office 365 (Windows, WORD, Outlook, Excel, Access, and PowerPoint), use Microsoft Teams, and work in Adobe Acrobat and Docusign

- Ability to perform, organize, and prioritize work independently in the accomplishment of a wide variety of duties
- Ability to work as a member of a team to assure project completion within defined timelines
- Ability to establish and maintain working relationships with individuals from diverse backgrounds
- Ability to work on-site, to telecommute, to work in the field, and attend special events or off-site training and conferences that also may require travel that includes overnight, out-of-town lodging
- Ability to operate with a high level of discretion and strictly adhere to confidential information policies and procedures
- Ability to be flexible and resilient in the face of competing demands and changing deadlines

Job specific knowledge, skills, and abilities

- Skilled at the principles and practices of supervision
- Knowledge of the principles and practices of evidence-based program assessment
- Skilled in the principles and practice of project management
- Ability to anticipate, analyze, and proactively address potential impediments to program delivery and to formulate and implement recommendations for process and program improvements
- Ability to implement and monitor short- and long-term strategic plans and program budgets
- Ability to analyze and review federal, state, and local laws, regulations, and policies to ensure program compliance with regulatory and performance guidelines
- Skilled at conflict resolution
- Ability to design and deliver various training programs to staff, funded partners, and various stakeholders

Additional requirements

- Required to successfully pass a background check which includes fingerprinting
- Required to be a Mandated Reporter
- Required to maintain the licensure/certification required of the position for the duration of employment with the Agency
- Required to have, if driving on behalf of the Agency, a valid California Driver License, have regular access to a passenger vehicle, and to maintain proof of current automobile insurance
- Required to be accessible electronically during work hours if working away from the office
- This position supports program operations across our Sacramento and Yuba City office locations and requires regular travel between sites to maintain consistent service delivery and effective team coordination

Employment Qualifications

Either: Graduation from a 4-year college or university with major course work in gerontology, social work, social planning, health or nutrition education, or a field closely related to the targeted program (preferred)

Or: Possession of a 2-year degree from a college, university, or technical school

And: At least 4 years of directly related and increasingly responsible experience that would demonstrate the ability to successfully discharge the duties of the position.

License/Certification: Bilingual and biliterate preferred, but not required.

Alliance of Information and Referral Services (AIRS) Certification may be required after hire.

Physical demands

While performing the duties of this job, the employee is regularly required to sit, stand, walk, twist, and stoop; use hands and arms to grasp and reach; to talk and hear. The employee must occasionally lift and/or move up to 50 pounds (NIOSH application). Required vision abilities include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Reasonable accommodation will be made to enable individuals with disabilities to perform the essential functions.