

# **AmeriCorps Cape Cod Program Supervisor – Residential (2 Positions)**

## ***Definition***

Professional, administrative and supervisory work directly related to the daily oversight and management of up to 13 residential AmeriCorps members living in program provided housing. Living in the assigned residence is a requirement of the position. The residential supervisor is expected to facilitate a critical link between AmeriCorps members and program staff, providing strong leadership and guidance for AmeriCorps members in their day to day service experience. Position will provide support to all AmeriCorps staff and work in grant compliance to improve the development and outreach goals and objectives of the AmeriCorps Cape Cod program. All other related work, as required.

## ***Supervision***

Works under the direct supervision of the Program Coordinator and Lead Program Supervisor and the overall supervision of the Barnstable County Resource Development Manager. This position will require regular participation in AmeriCorps and RDO staff meetings, trainings, and retreats. Direct supervision of all members of one of the two program residences, and at times will require supervision of all 26 AmeriCorps members and any community members participating as volunteers in AmeriCorps service activities. Position requires maintaining a supervisory role within the residence at all times, abiding by and enforcing all programmatic policies and procedures.

## ***Job Environment***

Work is performed in both office and field settings; frequent exposure to adverse/hazardous weather conditions and site conditions and frequent outdoor work; work requires conducting programming and trainings in a variety of locations. Operates computers, standard office machines, automobile/truck/van, chainsaws, hand and power tools and audio visual equipment; may also use specialized tools or equipment based on responsibility. On-call status for disaster preparedness and response, emergency and residential response and occasional evening, weekend, and overnight commitments are required. Makes frequent contact with Advisory Board, public officials, town offices, teachers, principals, and other public organizations. Has access to confidential information, such as member files. Workload will fluctuate due to deadlines and unforeseen events as a result of grant funding and the nature of a residential AmeriCorps program. Errors could cause delays and loss of services, injury to others, damage to buildings and equipment and cause adverse public relations.

## ***Essential Functions***

*The essential functions or duties listed below are intended only as examples of the assorted types of work to be performed by this position. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

- Work with the Resource Development Office Manager and Program Coordinator to develop, implement, and accomplish current and future program goals and objectives in compliance with all CNCS, MSA and county, state, and federal guidelines
- Live full-time in one assigned program residence
- Supervision and oversight of member trainings

- Supervise up to 32 Corps members and enforce disciplinary procedures with members violating program policies and unsatisfactory performance.
- Responsible for the creation of a safe, respectful, and comfortable residential living environment for members; ensure timely communication with Program Coordinator and Lead Program Supervisor on all safety, security, or other residential issues
- Facilitate weekly house meetings and dinners
- Responsible for the day to day upkeep and maintenance of one program residence
- Responsible for facilitating cleanings and upkeep of residences
- Demonstrate, lead and promote a commitment to service
- With other program staff, maintain and build relationships and collaborations with AmeriCorps Cape Cod Advisory Board, Barnstable County legislative delegation, local public officials, and the Massachusetts Service Alliance to address community needs
- Promote program outreach efforts by attending community meetings and functions, communicating with media outlets, and developing community relationships
- Assist with the development, scheduling, and implementation of Corps member trainings, workshops, retreats, and special events
- With Program Specialist support the Individual Placement process including placement development, selection, management, and evaluation
- Conduct member evaluations 3 times a year with each member.
- Responsible for the Group Service Project process including project development, selection, implementation, community volunteer engagement, tracking, and evaluation
- Support the Corps members in the recruitment, engagement, and management of community volunteers
- Support the Corps members in the development, scheduling, presentation, and evaluation of community education programs
- Solicit and develop service projects based on grant and critical community needs
- Participate in Corps member evaluation and feedback process
- Coach and support member development through service learning, service reflection, leadership development, and individual coaching
- Conduct fire drills and safety checks
- Responsible for orchestration and supervision during emergency response efforts of Corps members and staff
- Problem solve, mediate conflict, and trouble shoot in day-to-day program operation
- Responsible for timely record keeping, data tracking, program reporting, and program evaluation
- Responsible for day to day oversight of program residences, vehicles, tools, and equipment including upkeep, regular maintenance and needed repairs
- Assist AmeriCorps staff with the recruitment of new AmeriCorps members
- Conduct applicant interviews, reference checks and member selection and placement
- Oversee distribution, inventory maintenance, safety and proper use of the program equipment and power tools, hand tools, chainsaws and all program provided gear, tools and equipment
- Perform similar or related work as required or situation dictates

Performs other duties as assigned

## **Recommended Minimum Qualifications**

Bachelors Degree: Social/Community Services, Environmental/Biology and/or related experience/studies, Disaster/Emergency Services and/or related experience/studies, Volunteer Management, and/or other related experience/studies desired. Previous AmeriCorps Cape Cod, AmeriCorps or other national service experience highly desirable.

The Residential Supervisor must possess strong leadership skills, the ability to interact with and lead teams effectively, strong communications skills, the ability to work calmly and productively in stressful situations, the ability to supervise volunteers, be comfortable with public speaking, training, and be comfortable with living with the same people the staff position is supervising. Must be flexible and be available to work non-traditional hours.

Must be computer proficient and have the ability to work in the field in physically and mentally demanding positions. Position may require travel outside of Barnstable County for trainings. Performs other duties as necessary, or as directed.

### **Special Requirements**

- Valid Massachusetts Motor Operator's Vehicle License or the ability to obtain by hire date.
- Reliable vehicle. Position will require significant traveling within Barnstable County.
- Criminal background check required

### **Physical Requirements**

- Frequent moderate to strenuous physical effort required.
- Regular field service around fire, water; ponds, rivers, ocean.
- Field work consists of navigating uneven terrain, occasional lifting of 50 pounds or more, and utilization of hand and power tools. Work requires ability to effectively operate under high stress, emergency, and time sensitive situations.
- Minimal physical effort generally required in performing duties under typical office conditions. The employee is required to sit, stand, talk, hear and must work before a computer for an extended period of time. May be required to lift materials up to 50 pounds, including books, computers equipment, and audio-visual equipment, tools, chainsaws, power tools and service equipment

## ***Knowledge, Ability, Skill***

**Knowledge** – Detailed knowledge of AmeriCorps, and a willingness to gain detailed knowledge of Barnstable County AmeriCorps Cape Cod and Barnstable County's role in the region. knowledge of residential, environmental, disaster preparedness, volunteer service corps practices and procedures desirable. Knowledge of desirable supervisory, conflict resolution, mediation and management practices.

**Ability** – In compliance with AmeriCorps goals and objectives and in compliance with all federal, state, and local grant guidelines, to lead and to follow general instructions, and to participate as a leader of a team and/or corps and field staff on all necessary program assignments. Ability to work

on multiple projects at the same time. Ability to record, analyze, and report activities position is responsible for supervision and coordination of. Ability to develop projects, interact with the public, staff, members, volunteers, and towns. Recruit volunteers, interact with the media, and respond to emergency situations as they arise. Must be adaptable to new responsibilities as they arise.

**Skill** - Include supervisory, management, conflict resolution, public speaking, team building and interaction, strong leadership, and communication skills. Good judgment and analytical skills necessary. Strong written and verbal communication mandatory. Position requires a person who uses proper discretion and is sensitive to political issues. Must be capable of supervising a corps of 13 members on a daily basis and dealing with conflict as they arise in a timely and judicious manner.

This job description does not constitute agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

**This position is funded annually contingent upon grant funds awarded by the Massachusetts Service Alliance and the Corporation for National and Community Service.**

