

PROGRAMMING SUPERVISOR

Reports To: Director of Operations (Senior Centers)

FLSA Status: Exempt, Part-Time (25-30 hours per week) Location: MWF 9am-2pm (Northwest Embassy, 3725 N Sherman Blvd 53216 and Th, F 2-4pm (Northwest Havenwoods, 6141 W Hopkins Street, 53209

Salary: \$44,612 - \$48,334 Annually

Position Summary

The Programming Supervisor is responsible for the development, implementation, and evaluation of programs and activities within an SOA-managed Site. This position ensures the delivery of high-quality educational, social, recreational, cultural, and wellness programming that aligns with the Eight Dimensions of Wellness and the mission of Serving Older Adults. The Programming Supervisor oversees volunteers and instructors; supports daily operations; fosters community partnerships; ensures compliance with reporting requirements; and creates a welcoming, inclusive, and engaging environment for adults age 50 and better.

Key Responsibilities

Program Leadership & Development

- Develop, implement, and evaluate diverse programs and activities that address the interests and needs of older adults.
- Ensure programs align with the Eight Dimensions of Wellness and participant feedback.
- Identify emerging trends and community needs to enhance program offerings.
- Coordinate evidence-based programming in accordance with Milwaukee County and organizational requirements.
- Recruit and engage instructors, presenters, and community partners to deliver high-quality programs and events.
- Manage program schedules, calendars, room utilization, and special events.

Staff, Volunteer & Instructor Supervision

- Recruit, onboard, train, and support volunteers and instructors..
- Foster a positive, participant-centered culture focused on customer service and engagement.
- Coordinate volunteer recognition and appreciation activities.

Participant Engagement & Community Outreach

- Build and maintain positive relationships with participants, volunteers, community organizations, and stakeholders.
- Collaborate with advisory committees to assess participant needs and improve programming.
- Serve as a representative of the senior center within the community.
- Develop partnerships with community agencies, educational institutions, healthcare providers, and local businesses.
- Promote programs and services through newsletters, flyers, social media, presentations, and community outreach activities.

Operations, Compliance & Reporting

- Support daily center operations to ensure a safe, welcoming, and accessible environment.
- Maintain compliance with SOA policies, Milwaukee County requirements, and applicable regulations.
- Collect, monitor, and report participant data, attendance, program outcomes, and other required metrics.
- Prepare monthly, quarterly, and annual reports as required.
- Oversee registration systems, participant records, and program documentation.
- Ensure proper management of supplies, equipment, technology, and program resources.

Financial Management

- Track program revenues and expenditures.
- Oversee collection of fees, deposits, and financial reporting for activities and events.
- Ensure fiscal responsibility and adherence to SOA financial policies and procedures.

Facilities & Safety

- Ensure program spaces are properly prepared and equipped for activities and events.
- Coordinate room setup, audiovisual equipment, and supply needs.
- Support compliance with safety, sanitation, emergency preparedness, and risk management procedures.
- Respond appropriately to participant concerns and emergency situations.

Qualifications

Education & Experience

- Bachelor's degree in Recreation Management, Social Services, Gerontology, Nonprofit Management, Community Services, Sociology or a related field preferred.
- Minimum of three (3) years of experience developing, managing, and evaluating programs, preferably for older adults.
- Minimum of one (1) year of supervisory experience managing staff and/or volunteers.
- Experience working with diverse populations and community partnerships.

Knowledge, Skills & Abilities

- Knowledge of aging services, community resources, and wellness programming for older adults.
- Strong leadership, organizational, and project management skills.
- Excellent communication, presentation, and interpersonal skills.
- Ability to supervise, motivate, and develop staff and volunteers.
- Strong problem-solving and decision-making abilities.
- Proficiency in Microsoft Office, databases, reporting systems, and social media platforms.

Certifications & Requirements

- CPR, AED, and Bloodborne Pathogens certification required within 180 days of hire.
- Valid driver's license, reliable transportation, and insurance required.
- Ability to work occasional evenings and weekends.

Physical Demands

- Ability to stand, walk, sit, bend, squat, and reach for extended periods.
- Ability to lift and move up to 30 pounds of equipment, supplies, and furniture.
- Ability to assist with event setup and breakdown.
- Ability to respond quickly in emergency situations.

Disclaimer

This job description is intended to describe the general nature and level of work performed. It is not intended to be an exhaustive list of all responsibilities, duties, or qualifications required. Serving Older Adults reserves the right to modify duties and responsibilities as organizational needs evolve.