

SHOPPER SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves planning a daily schedule for and supervising Shoppers who purchase and deliver groceries for older persons who are not able to do this task on their own. The Shopper Supervisor receives general supervision from the Aging Services Program Coordinator, and provides direct supervision to Shoppers. Does related work as required.

TYPICAL WORK ACTIVITIES:

Receives referrals for the shopper program from other department staff and community agency personnel;
Plans assignments for the shopper and self on a daily basis;
Develops and implements an information program to improve public awareness of the availability of the shopper service;
Screens referrals for eligibility for shopper program;
Assists Shoppers by picking up grocery lists and money from clients, purchasing, delivering and putting away groceries, and doing small errands for clients such as going to the bank or post office;
Keeps numerical records on clients served, services performed and related information for the purpose of recording department activities;
Prepares monthly narrative report of program activities.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the characteristics, needs and interests of the elderly;
Working knowledge of nutritional information as it relates to the elderly;
Ability to plan and supervise the work of others;
Ability to relate and empathize with the elderly;
Ability to do mathematical computations;
Ability to handle money in a responsible fashion;
Ability to keep numerical records;
Ability to promote the shopping program to other community agencies and the general public;
Initiative;
Patience;
Tact;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: One year of experience in *human services or providing services for the elderly.

SPECIAL REQUIREMENTS: Possession of an appropriate level New York State driver's license at time of appointment.

*** HUMAN SERVICES EXPERIENCE:** That which is involved in the delivery of social, economic or emotional support services to people in our society who are having difficulty coping with the pressures and strains of modern life. The experience involves direct contact with clients in need of services and such contact required judgment on the part of the individual in dealing with or responding to the client.