

**ORANGE COUNTY ASIAN AND PACIFIC ISLANDER COMMUNITY ALLIANCE**  
**OCAPICA**  
**JOB ANNOUNCEMENT**

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**Title:** Program Supervisor  
**FLSA:** Non-Exempt, Full Time with comprehensive benefits  
**Pay Range or Rate:** \$27-29/hr

**Division:** OCAPICA – Adult Workforce  
**Supervisor:** Program Manager  
**Revised:** August 2023

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**Summary**

Under the supervision of the Program Manager (PM), the Program Supervisor (PS) will work in OCAPICA's Employment Support and Post-Aid Supportive Services Program as a member of a team to provide support to staff providing direct client services. The PS's primary responsibilities are to ensure that services are provided in a timely and professional manner, to review supportive service request, to maintain log and inventory of supportive services, review incentive request forms, conduct participant file audits, complete monthly reports, ensure participant surveys are completed, and attend meetings or trainings with administrator as required. The Employment Support and Post-Aid Supportive Services Program will provide culturally and linguistically competent, family centered, strengths-based, and needs driven models of service, in which staff promote a self-sustaining lifestyle.

**Essential Functions 100%**

- Assist staff in providing supportive services to participants to eliminate obstacles that may interfere with program participation and employment
- Review incentive requests for post-aid participants who meet time specific employment goals
- Maintain and ensure that OCAPICA's resource center is running and available to participants
- Maintain inventory of supportive services available and supportive services issued
- Ensure that participants fill out program survey after services are provided
- Assist Program Manager with completion of monthly reports and with the purchase and delivery of supportive service items to staff
- Facilitate culturally sensitive workshops to build skills that are beneficial in the workplace.
- Review Participant Files, review required documentation, and ensure staff update Case Notes regularly
- Provide referrals to education programs, health and mental health programs, childcare programs, and other services that can assist participants to become job ready.
- Collaborate effectively with other community organizations, local businesses, and counseling services to maximize opportunities for partners and effectiveness of program.
- Conduct outreach and recruitment of potential affordable housing opportunities
- Assist with coordination of employment related events and activities, career fairs, employer advisory committees, career exploration events etc.
- As needed, conduct intake, orientation, program suitability and eligibility sessions
- Maintain timely and accurate documentation of services in accordance with agency and contractual guidelines for quality assurance.
- Participate in staff meetings, trainings, workshops and outreach events.
- Perform any other functions as needed by management and agency.

**Minimum Qualifications - Knowledge, Skills and Abilities Required**

- Bachelor's Degree from accredited college or university in Social Welfare, Business Administration, Public Administration, or in a human services related field; or
- A minimum of three (3) years of experience in a relevant field
- Bilingual applicants are desirable but not required
- Ability to work in multidisciplinary team of care including peers, employers, and families.
- Ability to provide case management services for different levels of care as required by the needs of the client and family members.
- Ability to work with high needs, at-risk populations
- Understanding of CalWORK's Welfare to Work Programs.
- Must have excellent networking and communication skills.
- Current and valid California Driver's License, proof of auto insurance, and reliable transportation.
- Ability to do some travel for conferences, meetings, and trainings.
- Will be required to work out of multiple offices as needed
- Verification of employment eligibility, and background clearance required.
- Ability to work evening, overtime, and weekends may be required.

**Non-Essential Qualifications - Knowledge, Skills and Abilities**

- Familiarity in job/career development, as well as with service providers, employers, and business sectors in the region.
- Ability to work independently.
- Ability to work some Saturdays. Office will be open every other Saturday. Staff will rotate to ensure coverage.
- Demonstrated knowledge and sensitivity to various cultures and underserved communities and their families.

**Supervisory Responsibilities:** This position will assist with staff supervision under the direction of the Program Manager.

**Environmental Conditions (Working Conditions):** The environment for this position is an office environment (may include shared office space).

**Physical Requirements:** In the course of performing this job, the incumbent typically spends time sitting, standing, walking, typing, filing, listening and speaking, driving, and light lifting.

**Mental Requirements:** The incumbent in this position must be able to accommodate to any/all of the following: tolerance for distractions and interruptions. Uncontrollable changes in priorities/work schedules; be able to process information, think, and conceptualize.

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**Application Process:**

Application deadline: **Open until filled.**

Please e-mail or fax a cover letter, resume and 2 professional references (past supervisors including e-mail address and phone number) to:

Email: [careers@ocapica.org](mailto:careers@ocapica.org)

FAX: (714) 228-9795

Please ensure that the email subject has the job title: Program Supervisor

**No Phone Calls Please**

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**Agency Background:**

The Orange County Asian and Pacific Islander Community Alliance (OCAPICA) is dedicated to enhancing the health, and social and economic well-being of Asians and Pacific Islanders in Orange County, California. Established in 1997, OCAPICA works to improve and expand the community's opportunities through service, education, advocacy, organizing and research. These community-driven activities seek to empower Asians and Pacific Islanders to define and control their lives and the future of their community.

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***Orange County Asian and Pacific Islander Community Alliance, Inc. (OCAPICA) is an  
Equal Opportunity/Affirmative Action Employer***