



# Westmoreland County Blind Association

**VISION BEYOND THE ORDINARY**

## **Services Supervisor**

Reports to: Executive Director

### **Summary**

The Services Supervisor is a senior staff position that is responsible for the development, administration, and distribution of programs and services that benefit blind, visually impaired, and intellectually challenged individuals in and around Westmoreland County.

### **Duties and Responsibilities**

- Responsible for the production, administration, and profitability of the following departments
  - Specialized Services
  - Production Center
  - Adult Training Facility
  - Photo I.D. Centers
  - Obra and Comcare Waiver Programming
  - Prevention of Blindness and Low Vision services
  - Supports department supervisors and complies with ISO standards and procedures
  
- Maintain compliance with ISO standards and procedures
  - Participate in Management Review Meetings
  - Draft departmental policies and procedures per ISO standards
  - Participate in the training and development programs of other employees according to ISO as necessary
  - Conduct internal audits
  - Draft and follow-up on nonconformance and corrective actions as necessary
  - Incorporate ISO Quality Policy into daily work routine
  - Ensure monthly fire drills are conducted
  
- Specialized Services
  - Monitor and evaluate all customers for eligibility
  - Monitor all customer files and service delivery
  - Develop all budgets for Pennsylvania Association for the Blind (PAB) as well as internal program budgets
  - Complete and report all customer activity to PAB on a monthly basis
  
- Vocational Workshop & Adult Training Facility
  - Participate in meetings pertaining to funding and program reviews
  - Maintain and monitor all 2390 licensing procedures on an annual basis
  - Determine any new services and seek expansion of all services



911 South Main Street  
Greensburg, PA 15601-4140  
Phone 724-837-1250  
Fax 724-837-3135  
[WWW.WCBAINPA.ORG](http://WWW.WCBAINPA.ORG)

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- Photo I.D.
  - Monitor and assist in the coordination of all activities
  - Participate with UniqueSource in trainings for the Photo I.D. Centers
  - Ensure the guidelines and regulations are being followed
  - Recruit, hire and manage the employees for each center
  
- Prevention of Blindness and Low Vision
  - Develop annual budget for PAB
  - Review monthly services and activities
  - Assist in low vision device purchases being requested
  - Assist in Prevention of Blindness screenings
  
- Quality Management
  - Develop yearly Quality Management goals
  - Prepare and update reports quarterly
  - Maintain Quality Management certification every two years
  
- Building Maintenance
  - Manage Custodian
  - Order all supplies
  - Manage building maintenance projects
  - Maintain all service contracts, agreements and service records
  
- Transportation
  - Coordinate and schedule consumers utilizing WCBA van fleet
  - Manage van drivers' schedules and arrange coverage when needed
  - Oversee maintenance on WCBA van fleet and schedule inspections and repairs when needed
  - Complete annual vehicle registrations and ensure drivers receive updated insurance cards

**Education and Experience**

- Bachelor of Science in Social Work or related field is required, Master's Degree preferred. Minimum of five years' experience in services for physically or intellectually challenged individuals is required.
- An appropriate background in management or business administration responsibilities is needed.
- Experience within a not-for-profit organization.

I have read and fully understand this job description.

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Employee Signature

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Date