



## **Job Description & Classification Specification Lewis Mason Thurston Area Agency on Aging**

### **AGING & DISABILITY RESOURCES CONNECTION SUPERVISOR**

FLSA Status: Exempt

2024 Salary Range: \$73,572 – \$97,791

Reports To: Community Supports Director

Supervisory Responsibilities: Yes

*This class specification is not part of the collective bargaining unit.*

#### **JOB OVERVIEW**

Provides supervision and oversight of day-to-day activities of Aging and Disability Resources Connection (ADRC) staff.

#### **ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES**

- Supervises and monitors the work of Aging and Disability Resources Specialists and other staff as assigned.
- Directs process changes for assigned ADRC staff.
- Coordinates and supports the work of the ADRC program including but not limited to information and assistance, options counseling, short and long-term services referrals and other applicable programs.
- Conducts all hiring for ADRC team they are assigned to supervise.
- Provides consultation to staff on specific client/case issues.
- Participates in community outreach events, such as fairs, health events, senior center events, etc.
- Identifies opportunities and recommends outreach activities for identified populations.
- Conducts presentations and participates in community meetings to provide information and to remain informed of available resources.
- Works with other provider agencies to coordinate client services and resolve client problems.

- Uses independent judgement when dealing with disciplinary issues that may involve HR.
- Approves leave requests and schedule changes, assuring adequate staff coverage, and makes staffing recommendations to Community Supports Director.
- Provides back-up to other staff, when required.
- Develops and implements agency program policies and procedures, under the direction of the Community Supports Director.
- Interprets WACs and DSHS Policies. Develops, maintains, and communicates knowledge of current applicable laws, rules, regulations, guidelines, policies, and procedures governing services.
- Assists in the development and maintenance of linkages with community organizations and agencies.
- Identifies staff training needs and provides or arranges for training, in consultation with the Community Supports Director.
- Serves on committees and task forces as requested by the Community Supports Director.
- Serves on agency's Collective Management Team, providing input and leadership.
- Assists Community Supports Director in planning and implementation of new programs and services assigned to Aging and Disability Resources department.
- Responds to client grievances.
- Other related duties as assigned.

### **APPLICANT PREREQUISITES**

- Ability to work in a variety of computer program platforms.
- Creative and strategic problem solver with the ability to exercise sound judgement and decision making.
- Upholds and operates with a collaborative and team-oriented mindset.
- Strong commitment to provide client-centered planning.
- Excellent conflict resolution skills
- Ability to evaluate performance and provide appropriate feedback.
- Ability to communicate in clear and effective manner both written and oral to a broad range of people from, including those from diverse backgrounds.
- Excellent public speaking skills and the ability to present in a clear, articulate, organized, and engaging manner.
- Ability to assess for risks and provide measures and processes to reduce impact.
- Ability to lead and support an effective team.
- Valid/current WA State Driver's License with current automobile insurance.

- Successfully pass a background check according to DSHS/ALTSA and agency policies

### **MINIMUM EDUCATION AND EXPERIENCE**

- Bachelor's degree in relevant field
- Two years of experience providing direct human services
- Two years of supervisory experience

### **PREFERRED EXPERIENCE**

- Experience providing services to older adults and people with disabilities is preferred.

### **WORKING CONDITIONS**

- This position requires an ability to perform office functions in a hybrid work model, which includes working two days per work week in a designated Agency office and the remainder of the week in a designated home office. Work is performed indoors in an office environment, usually weekdays between the hours of 8:00 AM and 5:00 PM.
- Travel is required within Lewis, Mason, and Thurston counties and occasionally to other parts of the state.
- Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position.

### **DISCLAIMERS**

The statements contained herein reflect general details as necessary to describe the essential functions and core competencies of this position, the level of knowledge and skill typically required and the scope of responsibility. This job description, while comprehensive, should not be considered an all-inclusive listing of work requirements or tasks. Individuals may perform other duties as assigned.

This Agency is an equal opportunity employer and is committed to working with its employees to reasonably accommodate them with the physical aspects of a position. Qualified applicants are considered for employment without regard to race, creed, religion, color, age, sex, national origin, marital status, veteran status, sexual orientation, or the presence of any sensory, mental, or physical handicap, or any other protected characteristic as outlined by federal, state, or local laws.