



Job Description

Position Title: Community Services Supervisor – Clark County

FLSA: Exempt

Range: 24

(\$75,288 - \$103,788 annually on a 14-step scale, candidates typically start at first step)

Reports to: Community Services Manager

Supervisory Responsibilities: Community Services Aging & Disability Resource Specialists

SUMMARY:

Supervises Community Services (Older Americans Act, State, Grant and Discretionary funded) Aging and Disability Resource Specialists. Responsible for the day-to-day operations of Community Services ADRC team serving Clark County.

ESSENTIAL FUNCTIONS:

- Provides leadership, direction, training, and coaching to Community Services Aging and Disability Resource Specialists and other assigned staff.
- Conducts annual Performance Evaluation and participates in the hiring process of direct reports
- Ensures operational compliance with program standards, policies and procedure, state and federal regulations, and reporting requirements.
- Promotes diversity, equity, inclusion and access to programs to those with the greatest economic and social need, minorities, those who care for or who have dementia, persons at risk of institutionalization, those who have non-dominant-culture relationships or family dynamics, and those who care for or who are 60 years of age or older or living with a disability.
- Submits required reports and monitors and analyzes service delivery and adjusts as directed.
- Coordinate with Primary Care Liaison to deliver GWEC Resident Practicum.
- Coordinates with program staff on client information systems and program software.
- Performs required field visits and client case reviews.
- Assumes responsibility for limited number of client cases under unusually difficult circumstances.
- Collaborates with Programs Team regarding Quality Assurance reviews.
- Reviews and resolves complaints following complaint protocols.
- Collaborates with referral agencies and service providers.
- Develops and conducts community outreach
- Travels out of region for training and coordination meetings, including occasional overnight trips participates in staff meetings and activities as assigned, participates in and supports agency-wide activities, annual recognitions, and staff meetings.

Knowledge, Skills, and Abilities:

- Ability to make presentations and provide training one-on-one and in groups.

- Ability to provide day-to-day supervision, leadership, and oversight of the Community Services Case Management team in Vancouver.
- Demonstrated service delivery skills, especially in assessing the needs of older adults, adults with disabilities and family caregivers, helping them to arrange services.
- Knowledge of local in-home and community programs/services and resources for older adults, adults with disabilities and family caregivers.
- Ability to plan, collect data, and evaluate programs, ability to produce a variety of reports.
- Working knowledge of relevant functional assessment applications, developing and documenting client service plans and their active implementation and maintenance in a professional case management capacity.
- Ability to function in a multi-lingual, multi-ethnic/culture environment, including providing service through utilization of interpreters.
- Strong organizational and problem-solving skills.
- Ability to research and propose solutions to a variety of problems presented by clients.
- Ability to travel to and from clients' homes, meetings and community events which might not be ADA accessible.
- Ability to work effectively as a team member with a wide range of diverse staff, clients, families, caregivers, and service providers and to establish and maintain effective working relationships.
- Ability to communicate verbally in the English language in face-to-face one-on-one settings, in group settings, by personal computer, or using a telephone.
- Ability to produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- Computer and software skills; ability to operate general office equipment; work at a desk using phone and computer for up to eight hours a day.

Minimum Qualifications:

- Bachelor's degree in a relevant field and
- Two years of experience providing direct human services or two years of supervisory experience
- Possession of a valid driver's license and minimum state-required vehicle insurance and have use of reliable transportation.

Working Conditions and Physical Effort:

- Work is normally performed in a typical interior/office work environment.
- While traveling to meetings and clients' homes, the employee travels by automobile and is exposed to changing weather conditions.
- While performing the duties of this position, the employee is regularly required to talk, hear, stand, walk, sit, use hand to finger, handle or feel objects, tools, or controls, and reach with hands or arms. The employee occasionally lifts or moves up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Revised Date: 3/31/23

The statements contained herein reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.