



# Job Description

**LifeTime Resources Mission Statement:**

*Working together to provide services that help people maintain their independence*

**LifeTime Resources Core Values:**

**Integrity**

**Quality**

**Compassion**

**Cooperation**

**Job Title:**

HCC ADRC Supervisor

**Supervisor:**

Home & Community Care Director

**Division:**

Home & Community Care

**FLSA Status:**

Exempt

**Position Overview:**

Responsible for the daily operation of the Aged and Disability Resource Center (ADRC), which includes options counseling, I&A, and outreach, to ensure the consistent provision of quality service, in keeping with *LifeTime Resources, Inc.*, values, philosophy of service and polices, as well as requirements of the Indiana Family and Social Services Administration (FSSA), and other regulatory agencies. Work involves program planning, development, enhancement, administration and evaluation as outlined.

Supervises the Information Specialists, Community Care Counselors (CCC), and the Case Coordinator assigned to the CCCs.

**Essential Functions:**

## PROGRAM SPECIFIC DUTIES

- Ensures adherence to ADRC, I&A and Options Counseling guidelines and standards required by the Division of Aging as well as agency policies and procedures. Addresses problem areas to ensure compliance and excellent customer service.
- Monitors calls and completes field visits as needed to ensure professionalism, delivery of quality services and that services provided are meeting the goals of the client and the program.
- Monitors follow ups to ensure adherence with standards and appropriate resolution of situations.
- Manages the Money Follows the Person program including maintaining positive relationships with community partners and ensuring that the guidelines of the program are met.
- Manages I2A Anthem contract, includes oversight of referral intervention, adherence to contract requirements, ensuring reimbursement for services and ensuring LTR is represented at all required meetings
- Assists with development of agendas and encourages interaction at HCC staff meetings and case conferences to ensure maximum participation and the best possible outcome.
- Works with the HCC Business Manager and HCC Home Care Management Supervisor to ensure successful communication and collaboration of all staff members within the HCC.

- Ensures maximum utilization of non-certified staff to expand the capacity of the certified staff, consistent use of Access for task assignments and efficient and effective handling of assigned tasks.
- Establishes measures of success, data collection methodology and systems to monitor progress.
- Ensures effective implementation of new programs/business initiatives.
- Ensures accurate and timely completion of all required reports.
- Assists in development of policies and procedures, adjusts processes, as needed, to ensure success.
- Represents Agency at local and state meetings, as assigned.

#### I&A SPECIFIC

- Provides direction to Information Specialists to ensure thorough and accurate information is provided and applicable referrals are made, ensures referrals for options counseling are appropriate.
- Ensures maintenance of a current, comprehensive and pertinent resource database and resource library for older adults and their caregivers.

#### CCC SPECIFIC

- Provides direction to CCCs in needs assessment and action plan development to ensure assessments are comprehensive, options provided are thorough and all unmet needs addressed; ensures referrals to services/waiting list are appropriate and that care plan recommendations reflect appropriate level of services.
- Monitors all referrals assigned to CCCs to ensure timeliness of case processing/resolutions based on established criteria. Monitors and addresses balance of workload distribution.
- Ensures appropriate use of volunteers to assist individual clients in maintaining their independence and improve their quality of life, provides training and direction to field staff in recruiting, placing and supporting volunteers.

#### OUTREACH SPECIFIC

- Manages Outreach Activities conducted by the ADRC staff.
- Assists in developing and implementing marketing strategies related to ADRC services.
- Disseminates resource information through the various outlets such as the LTR website, ADRC Broadcasts, and other publications when requested, ensures ADRC related information on LTR website is current and relevant, manages outreach activities conducted by the HCC staff.

#### MANAGEMENT/SUPERVISION

- Provides appropriate guidance and supervision for all staff.
- Maintains appropriate staffing; provides for employee selection, orientation, training, counseling, and review.
- Ensures the completion of personnel procedures including job descriptions, performance appraisals, disciplinary action, continuing education, and proficiency testing for compliance with agency standards and federal, state and local regulations.
- Evaluates program(s) on an ongoing basis; attains established goals.

- Resolves program(s) problems and addresses issues noted in performance standard measures.
- Ensures program policies and procedures are up to date/accurate, organized and filed electronically as prescribed.
- Develops and operates within program budget.
- Ensures professionalism in service and adherence to agency goals and philosophy.

#### ADMINISTRATIVE/GENERAL

- Consistently and effectively utilizes position procedures; recommends changes when necessary and completes updates as required.
- Adheres to agency policies and procedures.
- Understands, supports, and models with professionalism the agency's Mission, Vision, and Values.
- Assists in fundraising and promotion of agency.
- Engages in other related activities or special projects as required or assigned.
- Works to achieve established productivity standards.

*The essential functions identified here are a representation of those duties required of this position and in no way are intended to be a complete list.*

#### **Performance Requirements:**

*Knowledge, Skills, Abilities, & Mental Demand:* Clerical and computer skills, including ability to use Microsoft Office Suite; written and verbal communication skills; listening skills; interpersonal skills; customer service skills; ability to perform multiple concurrent tasks; reasoning and problem-solving skills; ability to work with minimum supervision; program management skills; supervisory skills; public speaking and presentation skills; networking skills; ability to handle sensitive situations.

*Physical Effort: Sedentary Work:* Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently; ability to climb stairs and independently access all customer homes.

*Working Conditions:* Office environment, regular travel; customer homes; possible exposure to bodily fluids; customer contact; occasional inclement weather.

*Education, Experience and Training:* Degree in Sociology, Psychology, Counseling, Gerontology, Social Work, or Nursing with a minimum of one year full time, direct service experience—or—a Registered Nurse with 1 year human service experience—or—a Bachelor's Degree in any field with two years direct, full-time direct service experience with the elderly or persons with disabilities, this experience must include assessment, plan of care development, implementation and monitoring—or—a Master's Degree in any related field. Once certified, must attend 20 hours of approved training each year; must have a valid driver's license.