

Job Announcement:

Date: August 17, 2020

Community Living Connections Director

Directs the Community Living Connection (CLC) Program for Spokane County. CLC helps older adults, persons with disabilities, and caregivers access a wide range of public and private resources offering the long term care services and supports necessary for them to remain in the community for as long as possible.

Key Responsibilities (this is a partial list; see job description for more details)

- Ensures program compliance with service standards, guidelines, policy directives and applicable rules and regulations.
- Prepares statistical and narrative reports advising constituents on CLC program performance.
- Prepares CLC quality assurance plan including performance evaluations, satisfaction surveys, and administrative compliance.
- Provides oversight of the Statewide Health Insurance Benefit Advisors (SHIBA) Program and integrates with Benefit Enrollment and CLC functions.
- Ensures ongoing support, training, and regular work performance evaluations for assigned staff.
- Develops and implements a marketing plan in coordination with agency partners; coordinates and provides CLC presentations in the community.
- Manages ALTCEW public information activities including website, outreach materials, social and other media activities.
- Provides technical assistance to contracted Community Living Connections provider(s) in Ferry, Stevens, Pend Oreille and Whitman counties as program changes occur.

Minimum Qualifications

Master's degree in social work, public administration or a closely related field and three years of human services experience or a bachelor degree in human services or closely related field and five years of human services experience working with clients and administering programs. Three years of direct supervisory experience of two or more staff. Previous experience in aging and disability services, community outreach and networking preferred.

Beginning Salary: \$70,407 Pay Level 11. Applications will be accepted until position is filled.

To Apply:

Call (509) 458-2509 for a full job description and application or go to www.altcew.org/employment-opportunities. Follow website instructions to email the application or submit to ALTCEW @ 1222 N. Post Street, Spokane WA. To be considered you must submit: ALTCEW application, cover letter and résumé.

ALTCEW is an equal opportunity employer.



Serving: Northern Ferry County | Pend Oreille County | Spokane County | Stevens County | Whitman County

AGING AND LONG TERM CARE OF EASTERN WASHINGTON
JOB DESCRIPTION

Position Title: Community Living Connections Director

Department: Community Living Connections

Position Overview: This position directs the Community Living Connection Program for Spokane County. Community Living Connections (CLC) helps older adults, persons with disabilities, and caregivers access a wide range of public and private resources offering the long term care services and supports necessary for them to remain in the community for as long as possible. Services include Information & Referral, Options Counseling, and Benefits Enrollment. This position directs day to day operations, interacts with funders and community partners, and serves on the agency's leadership team. This position directly supervises the Information Specialist, Options Counselors, CLC Assistant, Benefits Enrollment Specialist, and the SHIBA Coordinator. The CLC Director reports to the Executive Director.

Essential Functions and Responsibilities include the following, other duties may be assigned:

- Program Oversight and Management
 - Manages the day to day implementation of the Community Living Connections Program in Spokane County.
 - Ensures program compliance with service standards, guidelines, policy directives and applicable rules and regulations.
 - Prepares statistical and narrative reports advising the Executive Director, the Agency's Planning and Management Council and Governing Board on the CLC program performance.
 - Prepares CLC quality assurance plan including performance evaluations, satisfaction surveys, and administrative compliance.
 - Provides oversight of the Statewide Health Insurance Benefit Advisors (SHIBA) Program and integrates with Benefit Enrollment and CLC functions.
 - Facilitates coordination of department programs with other agency functions.
- Staff Supervision and Training
 - Regularly schedules cross-training for CLC staff and community partners.
 - Ensures services and data entry are compliant with established standards and contractual obligations.
 - Ensures the minimum data set for service reporting is entered in the designated data bases on an ongoing and monthly basis.
 - Ensures ongoing support, training, and regular work performance evaluations for assigned staff.
- Community Coordination
 - In conjunction with agency and other community partners, coordinates and provides CLC presentations in the community.
 - Coordinates with the Outreach Coordinator to manage ALTCEW public information activities including website, outreach materials, social and other media activities.
 - Identifies key stakeholders and develops partnerships with aging and disability organizations, obtaining Memoranda of Understanding (MOUs) detailing referral protocol and training guidelines.
 - Provides technical assistance to contracted Community Living Connections provider(s) in Ferry, Stevens, Pend Oreille and Whitman counties as program changes occur.

Physical Demands

Driving demands average 10 to 50 miles per month depending on program needs. Must have the ability to lift 20 pounds on an occasional basis (transporting of display materials).

Frequent, intermittent keyboarding, up to 3 hours per day. Speech, visual, and hearing skills sufficient to interact with staff and the public, in person and via phone. Occasional periods of writing. Infrequent bending, stretching and lifting.

Skills, Knowledge and Abilities

Able to proficiently utilize software applications, including Microsoft Word, Excel, Outlook and software systems used for the collection of program data, client records, and other data; work accurately with data and computer systems. Knowledge of regulations, rules, principles and practices governing Community Living Connection services in Washington State, and the principles and practices of program monitoring, evaluation, and quality assurance.

Knowledge of supervision techniques and processes. Ability to develop a strong team working relationship with diverse members of the staff. Ability to communicate clearly both verbally and in writing. Able to use arithmetic and statistical information and calculations. Able to diplomatically and effectively collaborate with peers in other agencies, sub-contractors, vendors, and the general public. Able to demonstrate good judgment in evaluating situations and making decisions.

Behavioral Standards

Represents the Agency in a positive manner and supports the mission of the agency. Effectively communicates and is friendly, courteous, and respectful to clients, agency staff and volunteers. Demonstrates compassion for our clients and their care. Effectively communicates one-on-one and in small group settings. Ability to be an effective team member that helps the organization meet its objectives. Takes initiative to meet work objectives. Demonstrates honest and ethical behaviors. Gets along with clients, volunteers, staff and supervisors.

Minimum Qualifications

Master’s degree in social work, public administration or a closely related field and three years of human services experience or a bachelor degree in human services or closely related field and five years of human services experience working with clients and administering programs. Three years of direct supervisory experience of two or more staff. Previous experience in aging and disability services, community outreach and networking preferred. Must have dependable transportation and be willing to travel. This position requires a criminal background check that qualifies the individual to work with vulnerable adults (WAC 388-133). Must have and maintain a valid driver’s license.

Reviewed By: _____
Employee

Date

Approved By: _____
Executive Director

Date