

**KENNETH YOUNG CENTER  
HUMAN RESOURCES**

**POSITION DESCRIPTION & POSTING**

# **MANAGER OF ADVOCACY & SUPPORT**

**Job Scope:** The Manager of Advocacy and Support, working in close collaboration with the Director of Older Adult Services and the division's leadership shares responsibility for IDOA, AgeOptions, and other community grant applications, work plans, and program design to implement grant responsibilities and monitor grant compliance, translating those to division programming. The manager is responsible for the coordination of day-to-day operations of all Title III Programs and staff as well as their supervision.

**Essential Functions:** The work environment characteristics, responsibilities, and competencies described here are representative of those an employee encounters and is required to perform while meeting the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**I. Primary Responsibilities:**

Coordinate activities of Senior Advocacy and Support Services staff in the delivery of the following services:

- Title III-B Aging and Disability Resource Network (includes Information and Referral, SHAP, Options Counseling, SHIP)
- Title III-B Chore Housekeeping, Home Repair, Respite
- Title III-C Home Delivered Meals - Is able to provide coverage for paid and volunteer drivers as required to deliver daily meals
- Title III-E Caregiver Resource Center
- Senior Companion Program
- Primary Contact MCO referrals for the Home Delivered Meals Program
- Collaborating with the Director on the Development of Practices
- Cover the daily operations and functions of the Title III Programs if designated staff is unavailable

**II. Performance Requirements:**

- A. Monitor achievement toward various goals, productivity and service targets set by Management and funders for the service unit.
- B. Accurately complete documentation and service reporting in a timely manner.
- C. Participate in program planning and service coordination meetings with division leaders.
- D. Develop and monitor, in collaboration with division director, productivity expectations for advocacy and support staff
- E. Collaborate with director on the development of the division budget as well as all advocacy and support program budgets
- F. Represent KYC as a participant in funder and provider networks committees, and planning groups in the community
- G. Act as a KYC liaison at key outreaching events in the community
- H. Act as a KYC's liaison to the area agency on aging, AgeOptions
- I. Monitor team staffing needs and participate in staff/volunteer selection by developing job descriptions, interviewing, hiring, and orienting new team members and volunteers

- J. Assist with the development and implementation of continuous quality improvement for the division
- K. Participate in program planning, service coordination, practice development, as a member of Clinical Services Committee
- L. Participation in supervision, and seek individual consultation with supervisor as needed.
- M. Participate in yearly performance evaluation

**Supervision Responsibilities:**

- A. Supervises the following positions:
  - Information and Referral Specialists
  - Chore Housekeeping Program Staff
  - Advocacy & Benefits Staff
  - Home Delivered Meals Program Staff
  - Caregiver Specialist
  - Outreach Staff
- B. Provide individual/group supervision to team members and performance evaluations for full and part-time supervisees.
- C. Identify training and development needs of team members and provide and participate in development of team training activities.
- D. Provide supervisory support to other division managers as needed

**III. General Competencies:**

- A. Promote positive image of KYC with all contacts (customers)
- B. Exhibit high quality work
- C. Be a productive member of the staff
- D. Demonstrate cooperation
- E. Take the initiative to act on own
- F. Use excellent judgment
- G. Communicate clearly
- H. Make use of supervision
- I. Contribute to development of a culture of care

**IV. Core Competencies:**

- A. Provide quality supervision of staff and monitor program performance to meet contract/grant compliance
- B. Maintain program morale, communication, and coordination including select/retention, development, and evaluation of staff

**V. Special Competencies:**

- A. Demonstrate comprehensive knowledge of geriatric and aging issues and the community services, resources and benefits available to address these issues
- B. Demonstrate knowledge of documentation standards and capacity to meet documentation expectations
- C. Demonstrate the ability to liaison with local and funder networks and partnerships serving geriatric populations
- D. Act as a resource/consultant to co-workers on Information, Benefits, Entitlements, Advocacy, Caregiver and Care Coordination resources for the target population

**VI. Education and Experience:**

- A. Master's degree required, from an accredited college or university in social work, gerontology, psychology or other related discipline

- B. Minimum of three years experience demonstrating the ability to provide case advocacy, case coordination and care services in a community based senior/geriatric program setting
- C. Minimum of two year's experience demonstrating the ability to provide staff/volunteer/intern supervision and administrative management
- D. Must have/maintain CCP and APS Certifications
- E. Work toward SHIP Certification
- F. Work toward becoming AIRS Certified

**VII. Work Environment**

- A. While performing the duties of this job, the employee regularly works in an office setting roughly 50% of the time.
- B. While performing the duties of this job, the employee may be exposed to varying home

**VIII. Travel**

- A. While performing the duties of this position, the employee travels by automobile about 50% of the time and is exposed to changing weather conditions.
- B. While conducting external KYC business or traveling between sites, the employee may be exposed to fumes or airborne particles as well as changing weather and road conditions.

**IX. Physical Demands**

- A. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- B. While performing the duties of this job, the employee is regularly required to talk or hear, to stand, walk, use hands to finger, handle or feel; reach with hands and arms above the shoulder, bend/stoop/squat, climb stairs, push or pull, and grasp/grip equipment. Vision requirements – ability to read small numbers.

**X. Chain of Authority**

- A. Director Older Adult Services

**XI. Schedule/Time Keeping/Time-Off**

- A. Full Time – Exempt, 37.5 hour work week\
- B. Time Keeping – Accurately record hours worked in the electronic timekeeping system (on a daily basis when possible) in accordance with the timekeeping policy and practice.

*Kenneth Young Center is an Equal Opportunity Employer*