

Information and Referral/Intake and Assessment Supervisor

HESSCO Elder Services is seeking a dedicated and experienced individual to serve as a full time, 37.5 hours per week, Information and Referral/Intake and Assessment Supervisor (IR/IAS) Supervisor.

The IR/IAS Supervisor is responsible for providing administrative and clinical supervision, support and oversight to Information and Referral, Intake and Assessment and Options Counseling units, as well as to interdisciplinary staff who provide information and referral, assess needs, coordinate services for seniors and individuals living with disabilities. The Supervisor is responsible for recruitment, training, and performance evaluation of staff, along with the review of service plans to ensure alignment with consumer needs, cost-effectiveness, and regulatory compliance.

Duties and Responsibilities:

- Lead, develop and coach staff, demonstrating excellent people and leadership skills, ensuring strong team capabilities and service delivery.
- Manage the day-to-day operation of the units; provide operational direction, coordination and monitoring to ensure appropriate and timely advice and decision making.
- Provide direct supervision to Intake and Assessment through case consultation and development of client case plans.
- Plan and organize the daily operations of the department by establishing systems, protocols and procedures that facilitate quality and efficient service delivery.
- Provide call consultation as needed and participate in interdisciplinary coordination with other teams.
- Supervise coordination and maintenance of program records and resources, including 800ageinfo and SAMS database.
- Manage MassOptions Referrals.
- Collect data necessary to meet funding requirements and statistical reporting.
- Review records for quality assurance compliance and program-specific documentation standards.
- Participate in development and dissemination of new program initiatives.
- Facilitate weekly team meetings and participate in unit and staff meetings.
- Ensure compliance with AIRS and other program performance standards.
- Work collaboratively with Community Relations Manager on outreach efforts.
- Work collaboratively and assists with special projects within the department and agency.

Qualifications:

- Requires a Bachelor's degree and a minimum of four years of relevant supervisory experience; or Master's degree and a minimum of two years of relevant supervisory experience.

- Demonstrated ability to assume responsibilities and to provide guidance to Unit staff.
- AIRS Certified or the ability to become AIRS Certified within six months of hire.
- Strong analytical skills and ability to interpret data.
- Strong organizational and management skills, including attention to detail.
- Strong written and verbal communication skills, including the ability to present to a variety of audiences.
- Proficient in Microsoft 365, including Excel and PowerPoint.
- Valid driver's license and reliable transportation required for travel.
- Access to secure high-speed internet connection required.