

JOB POSTING

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.

This position is responsible for the day-to-day operations and overall management of the Information and Referral/Intake and Assessment Department. The Supervisor is responsible for staffing, orientation and training, the performance evaluation of staff, along with the review of service plans to ensure alignment with consumer needs, cost-effectiveness, and compliance with regulations established by the Executive Office of Elder Affairs.

Duties and Responsibilities:

- Lead, develop and coach staff, ensuring strong team capabilities and service delivery.
- Provide administrative and clinical supervision to department staff, as well as to interdisciplinary staff who provide information and referral, assess needs, coordinate services for seniors and individuals living with disabilities
- Provide direct supervision to Intake and Assessment staff 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.
- Supervise coordination and maintenance of program records and resources, including 800ageinfo, SAMS database and manage MassOptions Referrals.
- Collect data necessary for program reporting.
- Review records for quality assurance compliance and program-specific documentation standards.

Qualifications:

- Requires a bachelor's degree with a major in human services or related field with two (2) – four (4) years relevant experience required. Experience skills should include: program development, supervision/coaching organization and negotiation skills, excellent written and verbal communication and presentation skills. Computer skills as well as experience with the elder population and knowledge of community resources are strongly preferred. Familiarity with Aging Service Access Points (ASAP's) and Area Agencies of Aging (AAA) preferred.
- AIRS Certified or the ability to become AIRS Certified within six months of hire.
- Valid driver's license and reliable transportation required for travel.
- Access to secure high-speed internet connection required.

Benefits begin on the first day of employment and include the accrual of two weeks' vacation and 15 sick days first year, 3 personal days, 12 holidays, health and dental insurance, life and long-term disability insurance, 403(b) retirement plan and pre-tax deductions.

HESSCO is an Affirmative Action/Equal Opportunity Employer and encourages all qualified candidates from diverse backgrounds to apply.

Please email cover letter and resume to: cganz@hessco.org

HESSCO, 545 South Street, Walpole, MA 02081

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