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POSITION: LTSS Services Manager

SALARY: Non-Exempt, Full-Time (37.5 hours per week) position. Benefits include paid holidays, sick leave, vacation leave, and full medical benefits package. **\$52,650 to \$60,450 annually**

Summary of Position: The LTSS Services Manager is responsible for managing the agency's Aging and Disability Resource Center (ADRC) program and other Long-Term Services and Supports (LTSS) programs. In addition, the position will assist and manage the agency's Public Safety and Power Shutoff (PSPS) programs. The LTSS Services Manager will manage staff and program outcomes for all LTSS and PSPS programs. The LTSS Services Manager works directly with consumers to provide the four ADRC core services and communicates with partner agencies to achieve program outcomes. The LTSS Services Manager will provide community living service and will be the managing liaison between ILCKC and all ADRC and PSPS partners, stakeholders, and consumers within the provision of LTSS. The LTSS Services Manager will ensure streamlined service amongst the Kern County ADRC, and will be responsible for the accurate and timely submission of reports. This position is responsible for managing all LTSS and PSPS marketing, media, and outreach events.

About the Kern County Aging and Disability Resource Connection (ADRC): ILCKC and the Kern County Aging & Adult Services represent the core partners in the newly established Kern County ADRC which will soon include other community partners. The Kern County ADRC's purpose is to provide a single coordinated system for people seeking reliable information and access to Long-Term Services and Supports (LTSS). Bridging the gap between services for people with disabilities (PWD) and older adults. This purpose is achieved by building partnerships, providing services using person-centered planning, and reducing service barriers. There are ADRCs nationwide and they are intended to act as a "No Wrong Door" system.

Line of Authority: The LTSS Services Manager is under the supervision of the Executive Director.

Responsibilities:

- Develop, implement, and manage all service delivery system with ADRC and PSPS partners;
- Develop a community outreach plan to inform the public about Kern County ADRC; organize and report outreach contacts, service hours, and program results;
- Coordinate and provide the four ADRC programs including but not limited to providing enhanced information and referral, options counseling, short and long-term services, and community-based transitions;
- Conduct consumer intakes and needs assessments for ADRC and PSPS consumers;

- Develop written Independent Living Plans or waivers with all consumers and monitor, follow-up on consumers' progress;
- Create consumer files and document all LTSS services in a timely manner;
- Manage the maintenance of housing resource to consumers and assist consumers in their application process and other housing needs through the ADRC program;
- Coordinate guidelines to share consumer-related data with ADRC partners;
- Collaborate with new and existing ADRC partners and establish MOUs;
- Organize privacy and confidentiality securities between ADRC partners;
- Develop and organize new ADRC policies and procedures in partnership with the Directors;
- Manage ADRC staff and ADRC consumer related matters.
- Assist PWD is accessing vital services and support during a PSPS;
- Manage PSPS program outcomes and staff;
- Provide training and community education to PSPS communities;
- Work with County departments and other disaster preparedness programs to strategize and prepare for PSPS;
- Deliver batteries to individuals in remote locations in Kern County;
- Other duties as assigned by supervisor;

Essential Qualifications:

- Bachelor's degree, in a relevant field, from an accredited college or university;
- At least four years of experience working with people with disabilities and older adults;
- At least four years of direct supervisory experience;
- Familiarity with social, emotional, and economic issues facing PWD and older adults;
- Familiarity with human services programs affecting persons with disabilities and older adults;
- Must have an understanding and commitment to implement the independent living philosophy and the ability to empower PWD to live more independently;
- Excellent written and verbal communication skills;
- Experience working and servicing PWD and older adults with emphasis in the areas of advocacy, housing assistance, and other LTSS services;
- Ability to deliver training using various service methods to PWD and the general public;
- Excellent computer skills including data entry, letter writing, and research;
- Must have a valid driver's licenses and clean driving record;
- Must pass pre-employment physical;
- Must have the ability to move, roll, and/or transport electric batteries up to 70 pounds;
- Ethical work practices: honest, dependable, and team-oriented.

Preferred Qualifications:

- Personal experience with disability
- Bilingual (Spanish or ASL)

PHYSICAL AND EMOTIONAL DEMANDS: The physical demands of the position are representative of the duties listed above, and essential for the employee to perform. Must be able to remain in a seated position for an extended period. Must be able to

operate a computer, phone, and monitor for an extended period. This individual occasionally needs to move about the office to access file cabinets, office machinery, etc. Constantly operates a computer and other office machinery, such as a calculator, copy machines, fax machine, and printers.

The emotional and stress demands of the position are representative of the duties listed above, and essential for the employee to perform. Must be able to handle moderate to high levels of stress during times of high call volume. Communication and behavioral styles vary, and the employee must be able to adjust with these styles during grant and reporting deadlines.

ILCKC is an equal opportunity employer committed to hiring staff who reflect the diversity of our community. Persons with disabilities, women, and minorities are encouraged to apply. Reasonable accommodations will be made for qualified individuals with disabilities to perform the essential functions of the position.

Please send resume to Jimmie Soto, Executive Director
jimmie@ilcofkerncounty.org

Position Open until Filled