



Home Care SERVICES

Delivered by Generational Care

SUPERVISOR

Program Specialist

CLASSIFICATION

Full-Time, Hourly

STARTING SALARY RANGE

\$30.90 – \$31.90
DOQ/DOE/Hour

LOCATION

In Office
Ellensburg, WA

BENEFITS

- **Medical, Dental, Vision Insurance**
- **HRA with Generous Company Reimbursement**
- **12 Paid Vacation Days**
- **Paid Sick Leave**
- **10 Paid Holidays**
- **401 k with Company Match**
- **Employee Assistance Program (EAP)**
- **Public Loan Forgiveness Eligible Employer**
- **Same Day Pay Available with Tap Check Services**
- **8 Paid “Floating Time Off” Hours**

OFFICE MANAGER

ORGANIZATION DESCRIPTION

Generational Care is a nonprofit organization dedicated to enhancing the quality of life for individuals in their homes with dignity and compassionate care. Through its key programs, Home Care Services, Mid-Columbia Meals on Wheels, and Healthy Ages. Generational Care provides essential services such as in-home support for seniors, nutrition assistance, meal delivery to those in need, and healthy aging education. With a commitment to preserving independence and promoting well-being, the organization plays a vital role in serving the community and ensuring that older adults can age gracefully in the comfort of their own homes.

POSITION SUMMARY

The Office Manager will be responsible for ensuring the smooth and efficient operation of the office by organizing and coordinating administrative processes that support organizational effectiveness, efficiency, and safety. This role oversees day-to-day office functions, streamlines procedures, and fosters effective internal communication. The Office Manager also supervises office staff, delegates tasks, and monitors key operational metrics, including client referral growth and workflow optimization.

ESSENTIAL FUNCTIONS

- Supervise daily operations of the service office to ensure compliance with Home Care Services policies, procedures, and licensure requirements. Establish, monitor, and adjust staff work plans to ensure timely and accurate service delivery.
- Perform key human resource functions for office personnel, including recruitment, interviewing, hiring, onboarding, training, performance evaluation, and separations.
- Manage and resolve service issues involving clients, family members, caseworkers, and employees to ensure quality and satisfaction.
- Develop and maintain strong community relations to promote Home Care Services and increase visibility and engagement.
- Oversee service planning processes, ensuring care plans are accurate, updated, and aligned with client needs.
- Lead office safety initiatives and maintain a safe environment for both clients and employees, promoting safety awareness and compliance.
- Demonstrate proactive management by identifying opportunities for process improvement and implementing effective changes.

MISSION STATEMENT:

To preserve and enhance the quality of life for every generation with dignity and care.

GUIDING PRINCIPLE:

It is not about us, it is about the people we serve.

Home Care Services is a program of Generational Care, an SE WA ALTC COG, and Yakama Nation contractor.



Generational Care
Connecting Health, Home and Heart

Programs of Generational Care include Home Care Services, Mid-Columbia Meals on Wheels, and Healthy Ages

Generational Care is an Equal Opportunity Employer.

ESSENTIAL FUNCTIONS CONT'D

- Maintain strict confidentiality of client, provider, financial, and business-related information; ensure office adherence to HIPAA and privacy regulations.
- Analyze data and generate reports to keep management informed, identify operational trends, and support decision-making.
- Provide coaching, counseling, and disciplinary action to office staff; oversee performance management activities and support staff development.
- Collaborate with internal teams and contribute to the overall success of the organization by accomplishing related tasks and team goals.
- Serve as a backup to the Direct Care Supervisor role when necessary, ensuring continuity of operations and service delivery.
- Perform other job related duties as assigned.

Gen Care reserves the right to modify, add, or remove duties and assign other duties as necessary, including working in other functional areas to cover absences or relief, to equalize work periods, or otherwise balance the workload.

SKILLS AND QUALIFICATIONS

- Bachelor's degree in Social Sciences, Human Services, or a related field; equivalent experience may be considered.
- Minimum of two years of experience in home care or human services programs.
- At least two years of supervisory and administrative experience.
- Demonstrated leadership ability with a strong capacity to work independently and manage a team effectively.
- Excellent verbal, written, electronic, and interpersonal communication skills.
- Strong public relations skills with the ability to build and maintain community partnerships.
- Proven ability to respond calmly and appropriately to emergencies and challenging situations.
- Knowledge of community-based long-term care agencies and resources.
- Respectful and sensitive to the needs of diverse individuals; able to effectively relate to people of all ethnic, racial, religious, and socioeconomic backgrounds.
- Valid driver's license and access to an insured personal vehicle for travel as needed.
- Bilingual preferred, but not required.
- Consistent demonstration of professional work habits, including regular attendance, punctuality, initiative, flexibility, dependability, teamwork, and courtesy.

MISSION STATEMENT:

To preserve and enhance the quality of life for every generation with dignity and care.

GUIDING PRINCIPLE:

It is not about us, it is about the people we serve.

Home Care Services is a program of Generational Care, an SE WA ALTC COG, and Yakama Nation contractor.



Generational Care
Connecting Health, Home and Heart

Programs of Generational Care include Home Care Services, Mid-Columbia Meals on Wheels, and Healthy Ages

Generational Care is an Equal Opportunity Employer.

WORKING CONDITIONS

- Primarily office-based work with some physical effort, including sitting, standing, and occasional lifting (up to 25 lbs).
- Regular attendance, punctuality, and adaptability to changing work hours are required.

CONTINGENCY OF EMPLOYMENT

- Acceptable background check and driving record.
- Access to a personal vehicle for business use and proof of insurance.
- Valid Washington State driver's license.

APPLICATION PROCESS

Visit ADP/Myself/Talent/Career Center to apply. A GenCare application is required. Resumes will not be accepted in lieu of an official application but may be attached as supplemental information.

Open until filled. First consideration will be given to applications received by Tuesday, December 23, 2025 at 4:00 pm.