



EMPLOYEE NAME:		
Job Title: Resource Advocate Program Manager	FLSA Status: Non-Exempt	Department/Location: Supportive Services /Olympia Senior Center
Reports To: Client Services Director	Salary Range: Step 3, \$18.03 - \$26.52, DOE 0.4 FTE, 16 hours per week	Revision Date: December 6, 2021

POSITIONS REPORTING TO THIS POSITION:
None

JOB SUMMARY:
The Resource Advocate Program Manager recruits and oversees Senior Services' team of Resource Advocates (RAs). RA volunteers respond to requests for advice and assistance from seniors 60 and older who live in the South Sound (Mason County and Thurston County). The manager oversees the program budget, schedules RA volunteer days, ensures RA volunteers have needed technical support and office space, evaluates RA volunteers as needed to maintain the effectiveness of the program, and ensures the RA Program meets reporting requirements defined by grant contracts and the Client Services Director.

DUTIES
<ol style="list-style-type: none">1. Manages Resource Advocate (RA) volunteers, to include:<ul style="list-style-type: none">● recruitment of RAs and their initial training in client sensitivity and HIPAA compliance.● timely response to communications and volunteer concerns as they arise.2. Oversees and manages required contracts and budgeting.3. Maintains the RA Client Encounter Tracking spreadsheet and resources drive.4. Works with the Client Services Director to complete monthly and quarterly reports.5. Maintains program records, including volunteer files, volunteer hours, client information, and resource requests from other Senior Services programs.6. Provides program outreach and marketing to reach new clients, recruit new volunteers, and encourage financial support from potential donors.7. Assures good communication with Senior Services program staff and outside support agencies.8. Participates in management meetings, all-staff meetings, and performs other duties as assigned.

LICENSES OR CERTIFICATION REQUIREMENTS AND PREFERENCES
REQUIRED: Valid Washington State Driver's License
PREFERRED: Social work, social services, or other allied health field, license, or certifications.

EDUCATION REQUIREMENTS AND PREFERENCES:

REQUIRED: High School Diploma

PREFERRED: Coursework or completed degree (Associate or Bachelor) in social work, social services, or other allied health field.

JOB EXPERIENCE REQUIREMENTS AND PREFERENCES:

REQUIRED: One year of experience with management of staff or volunteers.

PREFERRED:

Previous experience working with senior, disabled adult populations, or other human services. Familiarity with Thurston and Mason County community resources.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of working seniors with disabilities or limited mobility.
2. Ability to work independently as well as part of a team.
3. Ability to communicate well both orally and in writing.
4. Ability to manage a team of volunteers.

WORKING ENVIRONMENT AND CONDITIONS:

Duties performed in an office setting. The employee operates a computer and standard office equipment, such as telephone, copy and fax machines. The employee uses job specific software (including Microsoft Office products), Google Workspace, and security equipment as required to perform Essential Functions. Travel to attend meetings and training sessions is required.

PHYSICAL ACTIVITY REQUIREMENTS OF THIS POSITION:

N = Not at all O = Occasionally (1-33%) F = Frequently (34-66%) C = Continually (67-100%)

In a standard work shift, employee is required to and must be able to perform in this job, the following physical activities with or without an accommodation:

1. Lift (floor to waist)		16. Walk	F	
a. Up to 10 pounds (sedentary)	F	17. Stand (Continuous)		
b. 11-20 pounds (Light)	O	a. 30 minutes	O	
c. 21-50 pounds (Medium)	N	b. 60 minutes	N	
d. 51-100 pounds (Heavy)	N	c. 1-3 hours	N	
e. >100 pounds (Very Heavy)	N	d. 3-6 hours	N	
2. Lift (over head)		18. Repetitive Activities (continuous)		
a. Up to 10 pounds (sedentary)	O	a. 30 minutes	F	
b. 11-20 pounds (Light)	N	b. 60 minutes	O	
c. 21-50 pounds (Medium)	N	c. 1-3 hours	O	
d. 51-100 pounds (Heavy)	N	d. 3-6 hours	O	
e. >100 pounds (Very Heavy)	N	Medical Demands	Yes	No
3. Client Lift/Transfer: (weight per employee)		1. Alertness	Y	
a. <50 pounds	N	2. Precision	Y	
b. >50 pounds	N	3. Analytic Ability	Y	
c. > 100 pounds	N	4. Problem Solving	Y	
d. >150 pounds	N	5. Memory	Y	
4. Carry		6. Communication	Y	
a. Up to 10 pounds (sedentary)	O	7. Creativity	Y	

b. 11-20 pounds (Light)	N	8. Concentration	Y	
c. 21-50 pounds (Medium)	N	9. Judgment	Y	
d. 51-100 pounds (Heavy)	N	10. Imagination	Y	
e. >100 pounds (Very Heavy)	N	11. Initiative	Y	
5. Push or pull		12. Patience	Y	
a. Up to 10 pounds (sedentary)	O	Work Environment	Yes	No
b. 11-20 pounds (Light)	O	1. Inside work	Y	
c. 21-50 pounds (Medium)	N	2. Outside work	Y	
d. 51-100 pounds (Heavy)	N	3. Vibration	Y	
e. >100 pounds (Very Heavy)	N	4. Wet/humid	Y	
6. Climb (stairs) - climb & descend	N	Hazards: Situations in which the individual is exposed to definite risk of bodily illness/injury	Yes	No
7. Reach	F	1. Mechanical		N
8. Stoop or bend	F	2. Electrical		N
9. Crouch	N	3. Burns		N
10. Kneel	N	4. Frequent Travel		N
11. Handle or feel	F	5. Long/irregular hours		N
12. Talk	F	6. Cramped/confined work area		N
13. Hear	F	7. Blood borne pathogens		N
14. See	F	8. Moving machinery		N
15. Sit (continuous)				
a. 30 minutes	F			
b. 60 minutes	F			
c. 1-3 hours	O			
d. 3-6 hours	O			

Since it is difficult to identify all essential functions of a job because of changes in the workplace, this job description will be reviewed periodically to ensure it is accurate and up-to-date.

I, _____, acknowledge that I have received a written copy of this job description. I acknowledge I am able to perform, with or without a reasonable accommodation,* the essential duties of this position.

**If an accommodation is required, contact Human Resources to start the interactive process.*

Employee Signature

Date Signed

Manager/Supervisor Signature

Date Signed

Executive Director Signature

Date Signed

DISCLAIMER: This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require other or different tasks be performed as assigned.