



## **24-HOUR SENIOR *HELP LINE* SUPERVISOR**

**DEFINITION:** Under the supervision of the Senior Director of Service Coordination, the 24-Hour Senior *HELP LINE* Supervisor will supervise the Information and Referral Specialists.

### **I. MAJOR DUTIES**

#### **A. Supervision**

1. Supervise the Information and Referral Specialists to ensure they are responsive to callers and make appropriate referrals to agency and community programs
2. Ensure that the Professional Intake Clients are entered into iCarol and Dialpad
3. Provide guidance and support to the 24-Hour Senior *HELP LINE* staff on more complicated caller situations
4. Schedule the monthly on-call and office shifts in iCarol
5. Assign Contact Us and AZLinks to staff
6. Work with the Senior Director of Service Coordination to schedule ongoing training for the Information and Referral Specialists
7. Coordinate the update to the Agency's Resource Guide annually or as needed

#### **B. Community Relations**

1. Develop liaisons with other social service agencies and organizations
2. Give presentations and participate in tabling events to represent the Area Agency on Aging, Region One in the community
3. Distribute AAA brochures and directories to social service agencies, hospitals, libraries, and other key organizations
4. Update and maintain the Caregiver Resource Zones

#### **C. Reporting**

1. Log all request for information and ensure that the Information and Referral Specialists are logging all of their contacts

### **II. OTHER DUTIES**

#### **A. Other duties as assigned**

#### **B. Perform in a manner that is supportive to the cultural needs of the population(s) served by the program or service**

### **III. QUALIFICATIONS**

Bachelor's or Master's Degree in Social Work or closely related degree required; minimum 2 years direct services experience in human service/social work; bilingual preferred (Spanish); must have supervision experience; good writing and oral communication skills; shared on/call responsibilities; minimum local travel; Spanish/English bilingual preferred; ability to drive and availability of personal vehicle, must have a driver's license and current automobile insurance; Must have a valid Level One Fingerprint Clearance Card.