



Home Care SERVICES

Delivered by Generational Care

SUPERVISOR

Office Manager

CLASSIFICATION

Full-Time, Hourly

STARTING SALARY RANGE

**\$27.15 - \$28.15
DOQ/DOE/Hour**

LOCATION

**In Office
Walla Walla, 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**

DIRECT CARE SUPERVISOR

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

Generational Care is looking for a dedicated Direct Care Supervisor to oversee home care service delivery to clients. This position involves supervising Home Care Providers, managing client service schedules, and ensuring high-quality service delivery. You'll play a key role in recruitment, training, and performance evaluations while building strong relationships with clients, families, and staff.

ESSENTIAL FUNCTIONS

- Build and maintain strong working relationships with clients, families, care providers, case managers, contractors, and the community.
- Oversee Home Care Providers, including recruitment, onboarding, training, performance evaluations, conflict resolution, and documentation.
- Ensure effective service delivery by managing assessment of appropriate care provider to client assignments, service scheduling and monitoring, service issue resolution documentation and follow up, service verification, workplace safety, teaming decisions and assessment of training needs.
- Assist with on-call responsibilities and provide emergency client services as a substitute Home Care Provider.
- Uphold the agency's mission, policies, and professional standards while ensuring compliance with service procedures.
- Maintain accurate case notes and documentation, making recommendations based on findings.
- Attend designated management meetings.
- Complete necessary "Clear Care" updates.
- Safeguard confidentiality of all client, provider, and business-related information.
- Perform other job related duties as assigned.

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.

SKILLS & QUALIFICATIONS

- Associate's Degree or equivalent.
- 2 years of Home Care or customer service experience
- 1 year of office experience; supervisory experience preferred.
- Bilingual in English/Spanish preferred but not required.
- Strong leadership, communication, and organizational skills.
- Ability to work independently and as part of a team to support service delivery objectives.
- Effective communication skills in-person, on the phone, in writing, and electronically.
- Ability to respond calmly and appropriately to emergencies and on-the-job situations.
- Ability to demonstrate high level of safety awareness.

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.
 - Additional Requirements: Applicant must serve as a substitute Home Care Provider and meet one of the following:
 - Hold a Certified Nursing Assistant (CNA) or WA Dept. of Health-approved certification.
- OR**
- Have documented employment as a WA long-term care worker in 2011 or early 2012 with completed training.
- OR**
- Complete 75 hours of WA State Home Care Aide training within 120 days and obtain certification within 200 days of hire.

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 Wednesday, March 18, 2026, at 4:00 pm.