



Home Care SERVICES

Delivered by Generational Care

DIRECT CARE SUPERVISOR

Supervisor: Office Manager

Location: In Office, Ellensburg, WA

Starting Salary: \$27.75 - \$28.75 DOQ/DOE/Hour

Full-Time, Hourly

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

"It is not about us; It is about the people we serve."

POSITION SUMMARY

Generational Care looking for a dedicated Direct Care Supervisor to temporarily 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.

SKILLS AND 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.
- 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.

BENEFITS

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

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 Hrs. of WA ST Home Care Aide training within 120 days and obtain certification within 200 days of hire.

APPLICATION PROCESS

- A Generational Care 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, September 16, 2026 at 4:00 pm.

WORKING CONDITIONS

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