Home Care SERVICES
Delivered by Generational Care

# TEMPORARY
# DIRECT CARE SUPERVISOR

**Supervisor: Office Manager**
**Location: In Office, Clarkston, WA**
**Starting Salary: $27.75–$28.75 per hour, DOQ/DOE**
**Full-Time, Hourly (Temporary position, not to exceed 3 months)**

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 is 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 assessing 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 "WellSky" 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 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 a 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 Service Loan Forgiveness (PSLF) Eligible Employer
- Same Day Pay Available Through 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, November 11, 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.)

*Home Care Services is a program of Generational Care, a contractor with SE WA ALTC COG and Yakama Nation. Programs of Generational Care include Home Care Services, Mid-Columbia Meals on Wheels, and Healthy Ages. Generational Care is an Equal Opportunity Employer.*