# Access & Engagement Officer Position

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## Purpose

- Bridge **C**ulture

- Coordinate ADA and Accessibility **C**ompliance

- Strengthen **C**onnections across LFUCG

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# Role at a Glance

Reports directly to the CAO

Coordinates training and compliance across departments

Responds to internal (employee) and external (resident) access concerns

Aligns policy, behavior, and service delivery

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# Essential Functions

- Coordinate trainings on civility, emotional intelligence, and compliance

- Serve as a neutral advisor and collaborate with departments on organizational values and accessibility standards

- Address ADA complaints from residents

- Support strategic workforce initiatives

- Monitor trends and recommend improvements

# Expanded Responsibilities

**Training:**

Understands the needs of the organization and aligns facilitated, LFUCG-wide training

**ADA:**

Establishes central, forward-facing coordination to enhance compliance and resolve complaints throughout LFUCG

**Data-driven:**

Assesses and monitors workplace climate, trends and employee/public feedback
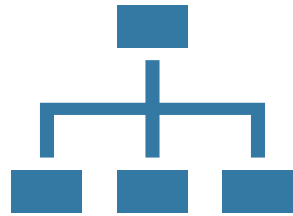
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# Opportunities and Benefits

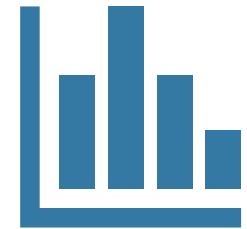Reinforce the Value of Culture Work

Organizational Strategy

Training & Engagement Delivery

Proactive Compliance

Data-informed & Outcome Driven

# Why This Is Important

- Culture & Connection
  - Strengthens respectful communications and emotional intelligence across teams.
  - Helps ensure employees experience a fair, supportive, and consistent workplace culture.

- ADA Compliance & Risk Reduction
  - Provides training and guidance on ADA, accessibility, fair treatment practices, and workplace civility.
  - Coordinates access-related concerns and supports policy alignment across departments.

- Employee Experience
  - Works across departments to improve clarity, consistency, and engagement.
  - Builds trust through a value-based, behavior-focused approach.

# Questions?