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Subject: Sept 9 WS presentation
To: Shauntae Hall <shall2@lexingtonky.gov>
Sent: August 29, 2025 12:57 PM (UTC-04:00)
Attached: Access & Engagement Officer Position Presentation FINAL.pptx, Access and Engagement Officer - Job description FINAL.pdf

Hi Shauntae,
Attached is the presentation and job description that can also be included in the packet for the Access and Engagement Officer presentation on Sept. 9th.

Thank you,

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1775-2025



LEXINGTON

Access & Engagement Officer Position

September 9, 2025

Urban County Council Work Session





Purpose

- Bridge Culture
- Coordinate ADA and Accessibility Compliance
- Strengthen Connections across LFUCG





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





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

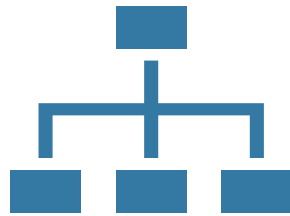




Opportunities and Benefits



Reinforce the
Value of
Culture Work



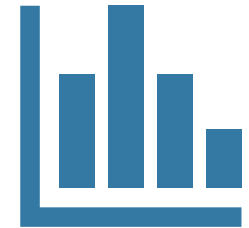
Organizational
Strategy



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?



JOB DESCRIPTION

Access & Engagement Officer

Department: Office of the Chief Administrative Officer (CAO)

Reports To: Chief Administrative Officer

Position Summary

The Access & Engagement Officer provides independent leadership on lawful workplace practices, accessibility compliance (including ADA), and consistent employee experience across LFUCG. This is a **compliance-forward, behavior-based role** designed to foster a professional environment where all employees—and the public—can access services and thrive.

The role supports both **internal workforce culture** and **external service delivery**, ensuring that LFUCG responds to accessibility concerns with transparency, fairness, and legal integrity. Located in the CAO's Office, this position reinforces strategic oversight, neutrality, and organization-wide influence.

Essential Functions

- **Coordinate and facilitate organization-wide training** (e.g., workshops, toolkits, leader briefings) on accessibility, civility, emotional intelligence, and lawful workplace behavior.
- **Serve as a neutral advisor and collaborate with Legal, HR, Facilities, and departmental leaders** to align practices and compliance with organizational values and accessibility standards.
- **Coordinate LFUCG's response to ADA-related complaints from residents**, including access concerns related to facilities or services. Ensure consistent, timely, and legally compliant resolutions across departments.
- **Assess workplace and service climate**, recommending improvements that support a culture where employees thrive and residents experience fair access.
- **Support strategic workforce initiatives**, including employee retention, change readiness, and improved communication.
- **Monitor workplace trends, legal updates, and employee/public feedback** to propose proactive policy and culture enhancements.

- **Ensure confidentiality and trust**, navigating sensitive issues with discretion and professionalism.
- **Related duties as assigned.**