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Subject: presentation and related materials
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Sent: November 10, 2025 4:56 PM (UTC-05:00)
Attached: Access & Engagement Officer Position Presentation FINAL - notes.pptx, Access and Engagement Officer - Job posting.docx

Hi Hannah,
Please see attached.

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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

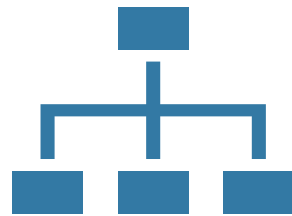




Opportunities and Benefits



Reinforce the
Value of
Culture Work



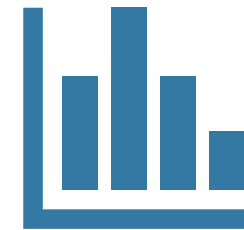
Organizational
Strategy



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

Grade 526

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.**

Minimum Qualifications

- Bachelor's degree in business, public administration, liberal arts, or any field other than engineering or the hard sciences
- Four to Eight (4 - 8) years of related experience
- Additional years of related education may substitute for years of experience
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Required Skills and Competencies

- Excellent verbal and written communication abilities.
- Ability to develop and lead training programs.
- Strong conflict resolution and problem-solving skills.
- Analytical mindset with data interpretation capabilities.
- Discretion handling confidential matters.
- Strong organizational skills and ability to manage multiple projects.
- Collaborative, independent, and proactive approach.

Working Conditions

- Standard office environment with frequent meetings, trainings, and cross-department collaboration.
- Handling of sensitive and confidential information.