



## **POSITION DESCRIPTION**

### ***Home Care Manager***

**Primary Purpose of In-Home Services:** The In-Home Services of HomeCare provides high-quality, economical in-home aide services to disabled people so that they may remain safely in their home and not have to live in institutions.

**Primary Purpose of Position:** The Home Care Manager manages the program, supervises the services and hires, assures the competency of, assigns, coordinates, and supervises In-Home Aides who provide Levels I, II, and III In-Home Aide services. The person in this position also assigns and supervises an Assistant Supervisor, assesses clients for the Medicaid Personal Care Service (PCS) and CAP programs, and shares training responsibilities.

**Education and Experience:** The person in this position must be a graduate of an accredited school of nursing and be currently licensed as a Registered Nurse in North Carolina. This person must have at least five years of experience, one of which must have been in home care, hospice, or nursing home care.

**Organizational Relationship:** The agency operates as a team, with each member responsible for his or her assigned area. The Home Care Manager provides day to day direction and advice to the Assistant Supervisor and makes administrative recommendations to the Chief Operational Officer (COO). The Home Care Manager is supervised by the COO.

**Work Schedule:** Normal working hours for this position are 8:00 a.m. to 5:00 p.m., Monday through Friday, with an hour each day for lunch. The work schedule may vary when there are special needs, such as a late afternoon training session or an urgent client situation.

**This position is EXEMPT from the overtime provisions of the Fair Labor Standards Act (FLSA). Exempt employees are expected to perform their job without undue attention to the amount of time that takes.**

### **Responsibilities and Duties:**

1. 40% Supervise CNA's, other in-home aides and Behavioral Technicians by telephone and at their worksites, according to state and agency standards.

Review and approve time sheets and activity records. Supervise work of Supervisors and Assistant Supervisor. Document supervision.

2. 10% Assess and reassess clients for the In-Home Care Adult and Child programs. Develop electronic plan of care from CCME and HomeCare plan of care for the worker. Assess and reassess clients for the Community Alternatives Program (CAP) under contract with lead agencies.
3. 2% Meet for supervision and provide administrative advice to the COO.
4. 5% Interview, employ, and orient in-home aides to agency policies.
5. 10% Schedule and assign in-home aides to clients. Maintain client and employee records and database in accordance with state and agency standards.
6. 10% Organize and assist in providing training for in-home and administrative staff on current best practices for in-home care. Training occurs in the office, in client's homes, or group training in community meeting rooms.
7. 10% Educate, coordinate, communicate, and maintain excellent relationships with case managers and others from whom the agency receives referrals for services. Provide advice and assistance to them regarding clients' needs, Plans of Care, and service quality.
8. 13% Receive Continuing Education, marketing and public relations with the object of growing the program, quality control activities, and other work as assigned.

Overall Performance Expectations:

1. Maintain strict confidentiality concerning all client information, personnel information, and proprietary corporation information.
2. Know and learn new applicable rules and standards for the provision of services and documentation. Monitor and ensure compliance with them.
3. Complete tasks by agreed-upon deadlines.
4. Maintain a pleasant and professional attitude and demonstrate sound interpersonal skills in the office, while on company business, and in the community at large.
5. Represent HOMECARE Management Corporation positively and professionally among peers, with agency personnel and in the community-at-large.
6. Demonstrate the ability to solve problems— including the skills to recognize small problems and deal with them quickly and efficiently, effectively preventing their escalation
7. Communicate regularly and effectively with administrative and clinical personnel regarding clinical, system and performance issues. Maintain awareness of these issues and communicate them to higher management.
8. Exercise sound judgment, both clinical and in the day-to-day operation of HOMECARE's services.

9. Exhibit leadership in the provision of high quality services and projecting the professionalism and competency of HOMECARE Management Corporation.

Accuracy Required in Work: Interpretation of case plans and medical advice to employees and clients must be extremely accurate. Assignments of work must be very accurate.

Consequence of Error: Errors may endanger a client's health or may result in chargebacks or loss of payment for services.

Guidelines, Regulations, Policies and References: The person in this position must insure that their work is within the laws and regulations governing home care agencies. Regulations are found in Rules Governing Licensing of Home Care Agencies and agency policies are found in the HomeCare Policy Manual for Administrative and Professional Employees.

Variety and Purpose of Personal Contacts: Personal contact occurs regularly with the Director and office staff, in-home aides, applicants for employment, clients and their families, and case managers of contracting agencies. Occasional contact is with doctors and other professionals involved with cases.

Physical Effort: Must be able to perform the basic life support function of walking, climbing, balancing, stooping, fingering, grasping, feeling, talking, hearing, and seeing. Must be able to perform medium work which includes exerting up to 50 pounds of force occasionally and/or up to 10 pounds of force constantly to move objects.

Work Environment and Conditions: Work occurs in a standard office environment and in homes with unpredictable conditions, including hostile families, dogs, or crowded or unsanitary conditions, and may include travel in a multi-county area in inclement weather.

Machines, Instruments, and Materials Used: Employee must be able to transport herself throughout the service area and be able to use a telephone, personal computer, and other standard office machines. Uses examining gloves and equipment to take vital signs.

Dynamics of Work: This work is varied in nature, with lots of personal interaction and requiring self-discipline to carry out tasks independently. Excellent communication and interpersonal skills are necessary for success in this position. Regular overnight travel is required.

Visual Attention, Mental Concentration and Manipulative Skills: The person in this position must pay close visual attention to the employees supervised and their surroundings in order to determine the quality of their work, must concentrate in order to complete assignments, and must be able to demonstrate in a training situation all of the skills required of Levels I, II, and III In-Home Aide Services.

