



POSITION TITLE: Manager of Home Care Services
DATE: July 2020

SALARY RANGE: as set by Letter of Employment	IMMEDIATE SUPERVISOR: President
THIS IS A: Exempt <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/>	Hourly <input type="checkbox"/> Salaried <input checked="" type="checkbox"/>
Full-Time <input checked="" type="checkbox"/> Part-Time <input type="checkbox"/>	

GENERAL FUNCTION: The Manager of Home Care Services is responsible for all aspects of the Department. Develop and implement strategies and tactics to ensure the provision of person-centered services with excellence in a timely, efficient manner while maximizing ROR and achieving financial and administrative objectives.

SUPERVISORY RESPONSIBILITY: LPNs, Clinical Coordinators, RN and Administrative Staff in Home Care

- DUTIES AND RESPONSIBILITIES:**
- 1) Responsible for management and oversight of direct services and associated administration tasks.
 - 2) Knowledgeable of sources of revenue (current/potential) and waivers/agreements/contracts associated with providing services.
 - 3) Develop and update the Policies and Procedures of the Department to meet the requirements of funding sources, licensing agencies, State and Federal guidelines (DIDD, Choices, DOH, etc.) and center-wide policies/procedures (update online manual).
 - 4) Ensure full compliance and meet audit requirements. Respond and resolve any findings and implement the corrective action plan.
 - 5) Develop a direct service department team that will provide high quality, caring support services.
 - 6) Formulate, organize and monitor an inter-connected flow of administrative functions to maximize efficiency and accuracy (i.e. referrals, intake, personnel, billing, etc.). Communicate the flow and train staff to ensure the beginning and continuation of the updated process.
 - 7) Assist accounting with billing and payroll for home care programs.
 - 8) Develop a staff training plan to meet requirements and timely completion based on guidelines.
 - 9) Coordinate with staff the provision of services for referrals.
 - 10) Coordinate RN oversight and training for LPNs.
 - 11) Keep current with the requirements of the programs by reading the operation manuals and the informational memorandums, and communicate any changes to the employees in the department (and Center-wide as necessary). Attend trainings and meetings to stay up-to-date on changes and information (i.e. provider meetings).
 - 12) Develop a plan to build relationships with referral sources and increase community awareness of Home Care services.
 - 13) Meet or exceed the established goal for growth (number of clients and new referrals).
 - 14) Meet or exceed the financial projections for the department. Work with CFO and President to develop a department budget. Meet at least monthly to review financials for the department with CFO and President.

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- 15) Develop, implement, and continuously refine as needed, in collaboration with the President and the department staff, a long-range strategic plan for the Home Care Programs.
 - 16) Lead and evaluate staff. Develop a plan with each team member to ensure their growth.
 - 17) Schedule and facilitate department meetings as deemed necessary to review/communicate referrals, incident reports, issues, updates and other topics.
 - 18) Keep President aware of any issues of potential significant impact to the department or agency.
 - 19) Other duties as assigned.

KNOWLEDGE AND REQUIRED TRAINING: The Manager of Home Care services requires a Bachelor's Degree with at least 5 years of experience in Home Care Services or related field. Excellent skills in leadership, organizational, communication and problem-solving. Technology knowledge requirements include desktop/laptop computer proficiency. Use of analytical software, Microsoft Office and Outlook software (internet and email).

PERSONAL RELATIONSHIPS: The person selected for this position must establish and maintain effective communication with staff and community partners. This person must have an empathetic understanding of client population and be able to relate to them in a positive and supportive fashion.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT: Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

DISCLAIMER: The preceding job description has been designed to indicate the general nature and level of duties to be performed by employees with this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Name (printed): _____

Name (signed): _____

Date: _____