



## POSITION DESCRIPTION

Senior Services Manager	
Department: Senior Services	Status: Regular Full-time, Exempt
Reports to: Director of Senior Services	Last Reviewed: March 2023
Titles reporting to this role: Senior Supervisor	Next Review Date:

### *Position Summary:*

Under the guidance of the Senior Services Director, this position coordinates and facilitates all aspects of the program's performance and quality improvement activities, including serving as the CRR point person for the senior services programs. Assists in the coordination and monitoring of day-to-day service delivery and program operations within the Senior Services programs. Provides direction and leadership to staff to ensure full compliance with all Administrative Codes that govern the Illinois Department on Aging (IDOA), including Title 89: Social Services Chapter II: Department on Aging Part 240 Community Care Program, In-Home Services and Adult Day Services.

### **Essential Duties and Responsibilities**

Include the following, other duties as assigned:

#### *Program Operations*

Maintains thorough knowledge of IDOA Adm. Code Title 89: Social Services Chapter II: Department on Aging Part 240 Community Care Program, In-Home Services and Adult Day Services, in order to ensure that the program is in full compliance with requirements.

Assists in the coordination and monitoring of day-to-day service delivery and program operations within Home Care Services and Adult Wellness Center, including but not limited to coordinating and monitoring intake, case transfer and assignment processes, service delivery processes.

Ensures that all participant, private pay participant, and program-level personnel files are well organized, accurate and up-to-date to reflect all activities, according to IDOA and IDPH requirements. Supports the billing specialists with IDOA/MCO billing processes, including private pay, when needed. Performs other duties, as assigned, to support program operations.

#### *Participant Service Delivery*

Responsible for assisting the Director in monitoring and providing ongoing tracking data pertaining to service utilization to avoid gaps/ underutilization of services, staff coverage and service assignments, record keeping/ file maintenance, required supervisory visits and other activities to ensure timely and high quality services. Provides consultation to program staff regarding participant issues to support problem resolution and full engagement in services. Provides regular updates to the Director, including identifying any concerns and providing recommendations for greater efficiency and quality in service delivery.

#### *Performance & Quality Management*

Under the guidance of the Director, plans, develops, organizes, implements, and directs all day-to-day performance and quality improvement activities within the program, including serving as the AWC and HCS programs' CRR point person and overseeing the quarterly internal case record review process.

Incorporates the agency mission, philosophy, and core values into daily work and decision-making. Understands and follows Casa Central's policies and procedures and is able to interpret them as they relate to program and/or staff issues. Is actively involved and knowledgeable of the agency's Performance Quality Improvement process and supports all PQI activities.

Provides leadership to ensure that program staff is adhering to PQI expectations and best practices, in accordance with agency, COA and IDOA CCP Part 240 standards. Ensures staff engagement in agency PQI activities, including Case Record Review, committee participation, and ongoing risk prevention and management activities.

Collects, maintains and manages all necessary statistical and program data related to participant service delivery, program operations, and other program information, ensuring that information is up-to-date, relevant and accurate. Utilizes data to identify gaps or needs in service delivery and recommends improvement plans. Assists the Director in the completion of programs' quarterly and end-of-year dashboard and PQI reports, as needed. Prepares and submits statistical and/or other program (outcome) reports to Director, as requested.

Analyzes trends or innovations within the HCS and ADS sectors and provides recommendations to Director, for further assessment and consideration. Assists the Director in the design and implementation of program-level participant satisfaction and outcome surveying processes for senior services programs. As requested, assists the Director in activities related to stakeholder communication and engagement (e.g. quarterly newsletters, participant surveys, special program updates, etc.) Promptly reports situations that pose a threat to staff, participants or agency, according to the agency's Incident / Accident Reporting procedures and IDOA Critical Event Reporting procedures.

#### *Personnel Management, Supervision, & Team Leadership*

Provides direct supervision, training and consultation to a team of three (3) HCS Senior Supervisors. When needed, provides direct support and supervision to HCS Supervisors.

Provides program-level orientation and onboarding training to newly hired staff, as needed.

Provides regular supervision to all assigned staff. Maintains comprehensive supervisory notes for all supervisory sessions. Ensures timely completion of probationary and annual performance evaluations for assigned staff.

Assists the Director in monitoring the completion of all required probationary and annual performance evaluations within the programs, to ensure completion according to required timelines. Participates in regular supervision with Director, to discuss service delivery, personnel and/or other issues. Uses supervisory process to discuss issues or situations, which warrant Director's attention.

Participates in staff meetings and engages in ongoing professional development training, as needed, to enhance professional knowledge and skills. Participates in staff hiring interviews and provides input to the Director.

Nurtures positive and collaborative working relationships with other agency staff and cultivates a professional and respectful work environment, modeling resolution strategies, when needed.

Submits personal time sheets and ensures compliance with agency and funder guidelines.

Accountable for daily activities within the allowable activities approved by the agency.

#### **General Requirements:**

Sensitivity to cultural diversity is required. Will be subject to drug and alcohol screening, as well as aptitude and skills' testing. To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to perform the essential functions.

**Education/Experience:**

Must possess a bachelor's degree in Social Work, health or human services or related field, from an accredited college or university; Prior experience working in the in-home care services field, and with older adult populations, is strongly preferred. Prior supervisory and/or program management experience is also preferred. When needed, this position will require successful completion of CCP management training provided by IDOA or its designee.

**Language Skills:**

Bilingual in Spanish and English required.

**Computer Literacy & KSAs:**

Computer literacy is required. Must be proficient in the use of Microsoft Office applications including Outlook, Word, Publisher and Excel, to enter and retrieve data as needed.

**Mathematical Skills:**

College-level math skills are required. Must have the ability to accurately prepare and analyze data, including fiscal and statistical reports.

**Operating Environment and Working Relationships:**

Ability to work independently and collaboratively, as indicated. This position interacts regularly with multi-level HCS and AWC staff, participants, caregivers and other staff throughout the agency. Must develop and maintain positive and professional relationships with internal and external stakeholders. Must demonstrate tact, professional composure and diplomacy when interacting with others. Must work collaboratively with diverse populations

**Decision Making Authority:**

Under the guidance of the Director, this position must demonstrate the ability to work independently in executing tasks, utilizing good judgment and sound decision-making; must demonstrate discernment regarding issues or situations, which warrant supervisory attention.

**People Management:**

This position provides direct support and supervision to the HCS Senior Supervisors. When needed, provides support and supervision to other senior services staff.

**Other:**

Must possess effective relational and supervisory, time management and organizational skills.

Must demonstrate keen and consistent attention-to-detail.

Must demonstrate effective communication skills and professional image at all times.

A personal cellphone is required, and must be able to respond during working and non-working hours. Casa Central has a Personal Cellphone Usage Policy that includes a reimbursement amount.

**Remote Work/Technology (WIFI)/Mobile Phone Usage:**

Eligible for remote work and requires the use of personal mobile phone. Reference Casa Central's Flexible Work Arrangement Policy for reimbursement information.

**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. While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee frequently is required to use hands. Must be able to lift and carry up to 25lbs.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**Disclaimer:**

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this job description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

**I acknowledge and understand that:**

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

**Employee Signature/ Firma de Empleado:** \_\_\_\_\_

**Date/ Fecha:** \_\_\_\_\_

