

POSITION DESCRIPTION



Title: Senior Supervisor

Department:
Home Care Services (HCS)

Exemption Status:
Exempt

Reports to:
Program Director

Last Revised:
February 2020

Titles Reporting to Job:
HCS Supervisor

Last Reviewed:
February 2020

Position Summary:

Under the guidance of the Director of Home Care Services (HCS), this position provides direct supervision, training and consultation to a team of five (5) Supervisors. Provides direct and indirect supervision to Home Care Aides when needed. The Senior Supervisor ensures that day-to-day service delivery is provided efficiently and in accordance with contractual and agency expectations, as well as best practice standards. The Senior Supervisor also assists the Director in the monitoring and evaluation of day-to-day operations.

In conjunction with the Director, provides direction and training to assigned 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.

Essential Duties and Responsibilities:

Agency:

1. Nurtures positive and collaborative working relationships with other Agency staff as well as outside providers.
2. Implements the Agency mission, philosophy, core values to direct daily work and decision-making adheres to agency policy.
3. Cultivates a professional and respectful work environment.
4. Is actively involved and knowledgeable of the Agency's Performance Quality Improvement process.
5. Approves time sheets and ensures compliance with Agency and funder guidelines.
6. Accountable for daily activities within the allowable activities approved by the Agency.

Essential Duties:

Include the following, other duties as assigned:

1. Maintains and demonstrates thorough knowledge of 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 to ensure the program is in full compliance with requirements.
2. Understands and follows Casa Central's personnel and agency policies and is able to interpret them to Supervisors and other program staff.

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3. Provides supervision, training and consultation to a team of five (5) Supervisors. Provides direct and indirect supervision to Home Care Aides when needed. Provides orientation and program-related training to newly hired staff, under their supervision.
4. Provides consultation to supervisors regarding difficult or complex participant or personnel issues.
5. Provides quarterly supervision to assigned staff. Monitors and provides direction and consultation regarding participant needs and ongoing service planning and provision.
6. Manages new participant referrals and coordinates the assignment of supervisors/ and home care aides in order to initiate services in a timely manner. Routinely coordinates and monitors the service schedules and assignments of Home Care Aides.
7. Closely monitors and ensures that assigned Supervisors are conducting monthly phone calls to participants and conducting quarterly home visitations.
8. Works in collaboration with supervisors to obtain and review all required monthly program information (participant, service and staff related) according to deadlines. Reviews and collates reports, while confirming accuracy and comprehensiveness of the information. Based on monthly reports, provides recommendations or improvements to the Director.
9. Ensures that all required probationary and annual performance evaluations are completed and updated for assigned staff.
10. Ensures that Supervisors complete probationary and annual performance evaluations for their assigned staff, according to established timelines.
11. Conducts home visits when needed, on behalf of their assigned Supervisors. Ensures that documentation is completed regarding all supervisory contacts (e.g. when conducting introductory or quarterly home visits on behalf of their assigned staff).
12. Effectively utilizes the program's time & labor software, including the Medsys EVV, Telephony and Ultipro systems and other systems used for program operations.
13. Ensures that all HCA personnel and participant files are well organized, accurate and up-to-date to reflect all activities, according to IDOA requirements. Ensures that private pay participant files are also well organized, accurate and updated to reflect all service provision and other activities, according to IDPH requirements.
14. Assists the Director and Service Coordinator in developing and maintaining efficient program management systems/processes such as: participant and service delivery data, record keeping/ file maintenance and HCA workforce management systems, to ensure quality services, as well as efficiency.
15. Maintains and utilizes an effective tracking system to continuously monitor supervisory and direct service staff assignments, service delivery and participant information (e.g. authorized service units and high risk participants) and personnel-related processes (e.g. quarterly home visitation, supervision, performance evaluation schedules).
16. Ensures that Supervisors submit and/or obtain all required Case Action Notices (CAN) in a timely manner, and that participant status' are entered into the participant information database (e.g. Medsys) accordingly.
17. Assists the Director and Service Coordinator in the implementation of participant satisfaction and outcome surveys, as needed.
18. Provides direction in the coordination of Supervisor/ HCA meetings, including recommendations and review of meeting agendas and topics to be discussed.
19. Attends all staff meetings, relevant in-services and ongoing training, as needed, to enhance professional knowledge and skills.
20. Maintains active and consistent attendance at Casa Central Supervisory Meetings.

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21. Actively participates in regular supervision with the Program Director, to discuss service delivery and/or personnel and other issues. Uses the supervisory process to identify and discuss any issues or situations, which warrant supervisory attention.
22. Participates in staff hiring interviews and provides input to the Director.
23. Participates in ongoing program planning; provides recommendations to the Director for improvements and in identifying gaps or needs in service delivery.
24. Promptly reports situations that pose a threat to staff, participants or agency, according to the agency's Incident and Accident Reporting procedures and IDOA Critical Event Reporting procedures.
25. Works collaboratively with the program's billing team to provide monthly participant information as needed (e.g. participant case closing list).
26. Works closely with other programs within Casa Central and supports all PQI activities.
27. Maintains good working relationships and timely communication with IDOA/CCP Care Coordination units and Managed Care Organization (MCO) units to address ongoing participant-related issues. Provides input to Care Coordinators regarding current and/or additional services needed for participants.
28. Engages in community outreach and promotion of the agency and/or the Home Care Services program, when needed.
29. Performs other duties as assigned by the Program Director.

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. Position will be subject to fingerprinting background check.

Education/Experience:

Bachelor's degree in Social Work, health or human services or related field, from an accredited college or university is preferred. Must have an Associate of Arts (A.A.) degree and a minimum of two (2) years of proven work experience in a home care services or similar setting. Prior supervisory experience is strongly preferred.

Certification:

Must successfully complete supervisory training provided by IDOA or its designee.

Language Skills:

Must be bilingual (English & Spanish); Must be able to understand and proficiently read, write and speak in both languages.

Computer Literacy & Knowledge Skills Abilities:

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. Must demonstrate the ability to learn and effectively utilize Time & Labor Software.

Mathematical Skills:

College-level math skills are preferred. Otherwise, High school level math skills are required; must also demonstrate ability to prepare and analyze data, including programmatic statistical reports.

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Operating Environment and Working Relationships:

Ability to work independently and collaboratively, as indicated. The Senior Supervisor interacts regularly with multi-level HCS 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. Must develop and maintain strategic relationships with community partners. Must create and maintain a congenial work environment within the HCS program, modeling and initiating resolution strategies, when needed.

Decision Making Authority:

Under the supervision of the Program Director, the Senior Supervisor 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:

Senior Supervisor provides direct supervision to HCS Supervisors and direct/ indirect supervision to Home Care Aides at times. Others may include students/interns.

Other:

Must possess effective communication, supervisory and relationship-building skills.

Professional image and presentation expected at all times.

Must possess exceptional time management and organizational skills.

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.

This position requires access to a car and a valid Illinois Driver's License and vehicle insurance to travel throughout the Chicago land area for home visitation when needed.

Must be able to travel to other locations throughout the city or state for professional development training and other events.

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 stand, sit, talk and hear. The employee frequently is required to use hands. Must be able to lift and carry 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.

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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: _____