

POSITION DESCRIPTION



Title: HCS Supervisor

Department:
Home Care Services

Exemption Status:
Exempt

Reports to:
Senior Supervisor

Last Revised:
February 2020

Titles Reporting to Job:
Home Care Aides

Last Reviewed:
February 2020

Position Summary:

Under the guidance of a Senior Supervisor, this position provides direct supervision, training and consultation to a team of 35 to 40 Home Care Aides. The Supervisor ensures that day-to-day service assignments and service delivery are coordinated and provided efficiently and in accordance with contractual and agency expectations, as well as best practice standards.

In conjunction with Director and Senior Supervisors, 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, adhering 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:

Includes the following duties as assigned:

1. Maintains and demonstrates knowledge of 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 assigned staff.
3. Provides supervision, training and consultation to a team of 35-40 Home Care Aides. Provides orientation and participant-focused training to newly hired Home Care Aides, under their supervision.
4. Monitors and provides direction and consultation regarding participant needs and ongoing service planning and provision. Provides consultation to Home Care Aides regarding difficult or complex participant issues or concerns.

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5. Provides quarterly supervision to assigned staff and documents all supervisor/worker contacts and quarterly meetings.
6. Ensures that all required probationary and annual performance evaluations are completed for assigned Home Care Aides according to established timelines.
7. In collaboration with Senior Supervisors, helps manage the intake process, including assignment of Home Care Aides and timely service initiation for new participants (e.g. within 15 calendar days for regular referrals and within 48 hours for referrals deemed interim status).
8. Prepares and reviews participants' Plans of Care (as directed by IDOA/CCU or MCO units) and instructs the assigned HCA regarding their assigned schedule and the services to be provided.
9. Coordinates all related service schedules and implements authorized participant care plans.
10. Conducts Introductory home visits for all newly assigned participants to assess the participant's home environment, introduce the assigned Home Care Aide and to provide key program and service delivery information. During the introductory home visit, the Supervisor also completes a comprehensive psychosocial and safety assessment.
11. Conducts monthly wellbeing phone calls to all assigned participants, as well as quarterly home visitations to assigned participants.
12. Conducts additional home visitation when needed, including situations in which there are concerns regarding the safety or wellbeing of participants, during reassignments of Home Care Aides, or when participants request a Supervisory meeting.
13. Monitors established plans of care and appropriate provision of services, as well as staff performance through home visitation and observation and monthly phone calls to participants
14. Effectively utilizes the program's time & labor software, including the Medsys EVV, Telephony and Ultipro systems and other systems used for program operations.
15. Maintains and utilizes an effective tracking system to continuously monitor 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. Manages and monitors assigned staff's work hours and collects all service calendars in a timely manner. Reviews all information for accuracy before submission to the Billing Specialist.
17. Completes and submits a monthly program report according to established deadline (5th of each month). Reviews information for accuracy and comprehensiveness before submission.
18. Ensures that all HCA personnel and participant files are well organized, accurate and up-to-date, according to IDOA requirements. Documents all introductory and ongoing supervisory visits, as well as monthly wellbeing phone calls and other contacts and service activities in a timely manner
19. 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.
20. Completes and submits all required Case Action Notices (CAN) in a timely manner, and ensures that participant status' are entered into the participant information database (e.g. Medsys) accordingly.
21. Provides assistance in the distribution and collection of participant satisfaction and outcome surveys.
22. In conjunction with the Senior Supervisor, coordinates ongoing Supervisor/ HCA meetings, including clear meeting agendas and topics to be discussed.
23. Attends all staff meetings and professional development trainings, as requested.
24. Participates in regular supervision with the Senior Supervisor, 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.
25. If needed, participates in staff hiring interviews and provides input to the Director.
26. 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.

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27. Works closely with other programs within Casa Central and supports all PQI activities.
28. 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.
29. Provides input and updates to Care Coordinators regarding current or additional services needed for participants or to inform them of any participant-related issues or concerns.
30. Provides participants with additional information and referral/linkage to other community services, when needed. May also assist participants in coordinating their annual redetermination-of-need assessments, via the IDOA/CCU or MCO care coordination units.
31. Engages in community outreach and promotion of the agency and/or the Home Care Services program, when needed.
32. Performs other duties as assigned by the Senior Supervisor or 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:

Associate of Arts (A.A.) degree from an accredited college or university is preferred. Must possess a High School diploma or GED and at least 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 program reports.

Operating Environment and Working Relationships:

Ability to work independently and collaboratively, as indicated. The HCS 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.

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Decision Making Authority:

Under the supervision of the Senior Supervisor, the HCS 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:

Supervisor provides direct supervision to Home Care Aides.

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.

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.

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.

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- Job duties, tasks, work hours and work requirements may be changed at any time.

Employee Signature/ Firma de Empleado: _____

Date/ Fecha: _____