



## POSITION DESCRIPTION

HCS Supervisor	
Department: Home Care Services	Status: Regular Full-time, Exempt
Reports to: Senior Supervisor	Last Reviewed: November 2022
Titles reporting to this role: Home Care Aides	Next Review Date: March 31, 2023

### *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 delivery is coordinated and provided efficiently and in accordance with best practice standards and the Illinois Department on Aging (IDOA), Community Care Program, In-Home Services policies and procedures.

### **Essential Duties and Responsibilities**

Include the following, other duties as assigned:

#### *Program Operations*

- Effectively utilizes the program's time & labor software and other systems used for program operations.
- 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).
- 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.
- Completes and submits a monthly program report according to established deadline (5th of each month). Reviews information for accuracy and comprehensiveness before submission.
- 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
- 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.
- 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.
- Performs other duties as assigned to support program operations.

#### *Participant Service Delivery*

- Ensures that in-home services provided by staff are in accordance with best practice standards, agency expectations, and IDOA requirements.
- 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.
- 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).

- 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 they are to provide.
- Coordinates all related service schedules and implements authorized participant care plans.
- 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.
- Conducts monthly wellbeing phone calls to all assigned participants, as well as quarterly home visitations to assigned participants.
- Conducts additional home visitation when needed, including when there are concerns about the safety or wellbeing of participants, during worker reassignments or when participants request a Supervisory meeting.
- 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.
- 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.

#### *Performance & Quality Management*

- Maintains and demonstrates thorough knowledge of the Illinois Department on Aging (IDOA), Community Care Program, In-Home Services policies and procedures to ensure the program is in full compliance with requirements.
- Understands and follows Casa Central's personnel and agency policies and is able to interpret them to assigned staff.
- Incorporates the agency mission, philosophy, and core values into direct daily work and decision-making.
- Is actively involved and knowledgeable of the agency's Performance and Quality Improvement process and supports all PQI activities.
- Provides assistance in the distribution and collection of participant satisfaction and outcome surveys.
- 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.
- Adheres to the agency's Mandated Reporting policy and reports any concerns regarding older adult abuse or neglect.
- Participates in ongoing professional development and continuing education, as well as any/all required funder-related in-services and trainings.
- Approves time sheets and ensures compliance with agency and funder guidelines.
- Accountable for daily activities within the allowable activities approved by the agency.

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

- 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.
- Provides regular/quarterly supervision to all assigned home care aides. Maintains comprehensive supervisory notes for all supervisory sessions.
- Ensures timely completion of probationary and annual performance evaluations.
- Participates in regular supervision with the Senior Supervisor to discuss service delivery and/or personnel and other issues. Uses supervisory process to discuss any issues or situations, which warrant supervisory attention.
- Maintains active and consistent attendance at staff meetings.
- In conjunction with the Senior Supervisor, coordinates ongoing Supervisor/ Home Care Aide meetings, including clear meeting agendas.
- If needed, participates in staff hiring interviews and provides input to Senior Supervisor or Director.
- Nurtures positive and collaborative working relationships with other agency staff and cultivates a professional and respectful work environment, modeling resolution strategies, when needed.

#### *Stakeholder Relationships & Partnerships*

- 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 and updates to Care Coordinators regarding current or additional services participants may need and/or to inform them of any participant-related issues or concerns.

#### *Community Outreach*

- Engages in community outreach and promotion of the agency and/or the Home Care Services program, when needed.

**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:**

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. Associate of Arts (A.A.) degree from an accredited college or university is preferred. Prior supervisory experience is preferred.

**Certification:**

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

**Language Skills:**

Bilingual in Spanish preferred.

**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:**

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.

#### **Decision Making Authority:**

Under the supervision of the Senior Supervisor, 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:**

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 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:** \_\_\_\_\_

