COASTAL COMMUNITY ACTION PROGRAM
101 E. Market Street Aberdeen, WA 98520

JOB DESCRIPTION

PROGRAM: In-Home Care

TITLE: In-Home Care Supervisor

JOB CLASSIFICATION: Supervisor and Community Choice Guide Specialist

SALARY RANGE: $24.50 to 35.55

DEPARTMENT: Social & Employment Services

IMMEDIATE SUPERVISOR: Social and Employment Services Program Director

SUMMARY DESCRIPTION: This position is responsible for all aspects of client case management, caregiver recruitment, supervision, record maintenance (both electronic and physical) and contract compliance for In-Home Care and providing direct services to folks who qualify for services transitioning from an institutional setting, while providing any transitioning/support services needed. Maintain communication between clients and case managers, assign permanent provider to client and review care plans.

FUNCTIONAL RESPONSIBILITIES:

1. Supervision of caregivers to include: Adherence to CCAP policies, contractual compliance, collective bargaining agreement compliance, complete required evaluations, conduct performance coaching, ensuring compliance with and currency of required training, licensing and continuing education regulations and adherence to background check requirements.
2. Recruit and hire potential qualified caregivers ensuring adherence to CCAP procedures.
3. Maintain a thorough knowledge of and compliance with O3A contracts, DOH regulations, Collective Bargaining Agreement and applicable RCW's and WAC's.
4. Develop positive relationships with referring agents and the general public to assure appropriate level and increase number of referrals/new clients..
5. Maintain client and caregiver files (both electronic and physical) in compliance with with O3A contracts, DOH regulations and applicable RCW's and WAC's.
6. Assign caregivers to clients in compliance with the collective bargaining agreement
7. Track and enter caregiver schedules in appropriate databases.
8. Monitor caregiver hours to ensure that only appropriate/approved hours are served and not over or under served.
9. Audit task sheets monthly to ensure appropriate/approved tasks are performed as required.
10. Communicate regularly with case managers all information that is pertinent to the clients.

11. Document as required in client files and database.
12. Process payroll and billing and related reports.
13. Maintain supply of inventory, including ordering.
15. 24/7 on call as assigned
16. Attend meetings as required
17. Professional and Positive communication (phone, emails, in-person, text, etc.) to contribute building a positive culture with internal and external stakeholders.
18. Other duties as assigned

REQUIRED QUALIFICATIONS:

1. High School Diploma or GED.
2. Ability to work flexible hours as required and able to organize own time for work
3. Excellent written/oral communication, organizational, and time management skills in maintaining accurate client files, employee, and financial spreadsheets
4. Must have own car, current WA Driver's License and auto insurance as travel is required.
5. Minimum of two years of experience in home care, caregiving, senior services, disability support, or a related healthcare field.
6. Minimum one year of experience person-centered care and client safety.
7. Working knowledge of Microsoft Office Suite software
8. Ability to designate and coordinate with a qualified alternate supervisor when required.
9. Ability to pass and maintain a back ground check.

PREFERRED QUALIFICATIONS:

1. AA degree or BA/BS degree. A job working in the human services or related field, will substitute, year for year, for education
2. Prior experience in social health field or in home care services.
3. Demonstrated knowledge of local agencies, businesses and potential clients
4. Ability to contribute to a supporting and cooperating work atmosphere with both internal and external stakeholders.
5. Ability to recognize and promptly report suspected abuse, neglect, exploitation, safety concerns, and other reportable incidents in accordance with applicable requirements
6. Ability to work with people of diverse social and economic backgrounds

LOCATION/WORKING HOURS: Aberdeen CCAP office with possibility of some travel to Raymond, Long Beach and Olympia offices. The majority of time will be daytime work hours

Mon – Fri 8:00 am to 5:00 pm with occasional early mornings, nights and weekends phone calls or text messages.

It is the policy of Coastal Community Action Program to assure that no individual be excluded from employment or employment opportunities on the grounds of race, color, age, sex, religion, national origin, marital status, or presence of sensory, mental or physical handicap, or Vietnam era and disabled veterans, or be denied the benefits of any of the agency's employment opportunities or delegate or contracted project agency.