
Job Descriptions

2019

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Agency Director

Job Summary:

The Agency Director is a qualified person appointed by the Governing Body to administer, direct, and coordinate all the activities of the Home Care Agency. They function under the direction of the Governing Body.

Organizational Relationship:

Reports directly to the GB

Qualifications:

A full time employee who satisfies the following requirements:

A licensed physician or registered nurse or a professional with training and experience in health services administration. In addition, at least one (1) year of supervisory or administrative experience in home services or a related program.

Must have a Criminal Background Check.

Must be able to effectively communicate in English.

Responsibilities:

- 1) Planning, organizing, directing and evaluating operations to ensure the provision of adequate and appropriate care and services.
- 2) Complying with applicable laws and regulation.
- 3) Fiscal planning, budgeting and management of operations in accordance with established fiscal parameters.
- 4) Implementing governing body directives and ensuring that appropriate service policies are developed and implemented.
- 5) Recruiting, employing and retaining qualified personnel to maintain staffing levels.
- 6) Establishing and maintaining effective channels of communication.
- 7) Ensuring program personnel have updated, current information and current practices.
- 8) Directing and monitoring organizational QA activities.
- 9) Ensuring staff development including orientation, in-service education, continuing education and evaluation of staff.
- 10) Assuring that skilled and other therapeutic services furnished are under the supervision and direction of a qualified supervisor.
- 11) Assuring appropriate staff supervision during all operating hours.
- 12) Assuring the development and qualifications for all services and the assignment of personnel.
- 13) Ensuring the accuracy of public information materials and activities.
- 14) Appointing a similarly qualified alternate to be available at all times during operating hours in the absence of the Agency Director.
- 15) Informing the Governing Body, staff and professional advisory group of current organizational, community, and industry trends.
- 16) Oversee consumer admission/assessment and service plan development for consumers.
- 17) Reviews and evaluates existing policies and procedures by means of Annual Agency Evaluation completion.

- 18) Participates in preparation of a yearly budget in cooperation with the Budget Committee and Governing Body.
- 19) Prepares reports on Agency activity for the GB.
- 20) Determines organizational lines of authority and fixes areas of responsibility.
- 21) Reviews all staff performance evaluations and processes merit increase requests.
- 22) Conducts performance evaluations for personnel.
- 23) Approves all salary increases and staff promotions.
- 24) Authorizes purchase of supplies and equipment.
- 25) Acts as official Agency spokesman and representative.
- 26) Contacts local, state, and national associations and participates in meetings, conventions, etc.
- 27) Cooperates with health and health-related agencies to increase and improve services to the community.
- 28) Handles Consumer complaints not resolved at Supervisory level.
- 29) Handles unresolved problems between staff and supervisors.
- 30) If not appointed by the GB, appoints a qualified individual to act in the Agency Director's absence.
32. Accommodates Federal, State and regulatory personnel on agency survey visits.
- 33) Projects a concerned, professional attitude and develops a positive rapport with all staff.
- 34) Develops an open, positive rapport with community resources affiliated with the Agency.
- 35) Maintains high visibility and availability while in the office via telephone to referral sources, community resources, Consumers, and staff.
- 36) Actively pursues new and innovative marketing opportunities.
- 37) Acts as the Privacy Officer.
- 38) Acts as the Corporate Compliance Officer.
- 39) Serves as the Agency Disaster Coordinator.

Employee Signature: _____ Date: _____

Alternate Agency Director

Job Summary:

The Alternate Agency Director is a qualified person appointed by the Governing Body to administer, direct, and coordinate all the activities of the Home Care Agency in the absence of the Agency Director. They function under the direction of the Governing Body.

Organizational Relationship:

Reports directly to the GB/Agency Director

Qualifications:

A full time employee who satisfies the following requirements:

A licensed physician or registered nurse or a professional with training and experience in health services administration. In addition, at least one (1) year of supervisory or administrative experience in home services or a related program.

Must have a Criminal Background Check.

Must be able to effectively communicate in English.

Must be available 24 hours a day when serving as the Alternate & carry a cell phone.

Responsibilities:

- 1) Directs operations in the absence of the Agency Director to ensure the provision of adequate and appropriate care and services.
- 2) Complying with applicable laws and regulation.
- 3) Management of operations in accordance with established fiscal parameters.
- 4) Implementing governing body directives and ensuring that appropriate service policies are implemented.
- 5) Establishing and maintaining effective channels of communication.
- 6) Ensuring program personnel have current information and current practice.
- 7) Directing and monitoring organizational QA activities.
- 8) Assuring appropriate staff supervision during all operating hours.
- 9) Conducts performance evaluations on supervisory level personnel and office personnel.
- 10) Approves all salary increases and staff promotions.
- 11) Authorizes purchase of supplies and equipment.
- 12) Acts as official Agency spokesman and representative.
- 13) Cooperates with health-related agencies to increase and improve services.
- 14) Handles Consumer complaints not resolved at Supervisory level.
- 15) Accompanies Federal, State and regulatory personnel on agency survey visits.
- 16) Projects a concerned, professional attitude and develops a positive rapport with all staff.
- 17) Maintains high visibility and availability while in the office via telephone to referral sources, community resources, Consumers, and staff.
- 18) Acts as the Alt Privacy Officer.
- 19) Acts as the Alt Corporate Compliance Officer.
- 20) Serves as the Alt Agency Disaster Coordinator.

Employee Signature: _____ Date: _____

CFO/Vice President of Finance

JOB SUMMARY:

The Vice President of Finance and Chief Financial Officer is approved by the Governing Body and is responsible for the overall fiscal operations of the company.

Organizational Relationship:

Reports directly to the Agency Director/GB

Qualifications:

A baccalaureate degree, preferable a graduate degree, and a CPA with a minimum of three (3) years of progressive financial management experience.

Must have a criminal background check.

Responsibilities:

- Establish and monitor all fiscal policies.
- Insure compliance with all applicable federal, state, and local fiscal reporting requirements.
- Insure compliance with federal, state and local laws relating to the billing of services.
- Ensure preparation of all billing reports.
- Ensure payroll is accurately and properly processed.
- Monitor and oversees the billing and collection process.
- Develop and control the processing of all accounts payable.
- Responsible for preparation of the annual budget for submission to the Governing Body.
- Responsible for preparation of all financial reporting and interpretation.
- Educate and train staff as to the proper application of fiscal policies.
- Cooperate with Governing Body pursuant to agency mission and philosophy.
- Develop policies and procedure to ensure the safeguarding of corporate assets.
- And other duties as may be assigned

Functional Abilities:

Must be able to read 12 point or larger type.

Must be able to hear adequately with no more than an amplifier on the phone and to effectively communicate in English.

Must have financial education in US finance practices.

Employee Signature

Date

Chief Executive Officer (CEO)

JOB SUMMARY:

The Chief Executive Officer is appointed by the Governing Body and is responsible for oversight of all corporate and subsidiary functions.

ORGANIZATION RELATIONSHIP:

Reports directly to the Governing Body.

QUALIFICATIONS:

- Must have a Baccalaureate degree in healthcare/services or related field.
- Has extensive experience in business management and/or government regulations with in-depth knowledge of the homecare industry.
- Demonstrates ability to supervise and direct professional and administrative personnel.
- Must have a criminal background check

RESPONSIBILITIES:

- Organizes and directs the organization's ongoing functions to assure availability of services.
- Implements governing body directives or policies.
- Understands applicable law and regulations and oversees compliance with these laws and regulations.
- Employs qualified personnel who ensure maintenance of appropriate staffing.
- Ensures the implementation of adequate continuing education/in-service programs and staff evaluation.
- Monitors the implementation of the organization's total performance improvement plan.
- Monitors quality and appropriateness of services and products.
- Responsible for oversight of the agency's fiscal management.
- Oversees program strategic planning, development, administration and evaluation.
- Represents the organization to other groups, agencies, and the general public and ensures accuracy of public information materials.
- Informs the governing body and staff of current organizational, community and industry trends.

FUNCTIONAL ABILITIES:

Must be able to read 12 point or larger type.

Must hear and effectively communicate in English.

Employee Signature

Date

Companion

Job Summary:

The Companion is a paraprofessional, providing services in the home for Consumers under the direct supervision of a qualified supervisor.

Companion services include support, encouragement, companionship, respite breaks for family or caregivers, and provision of and instruction in reporting of changes in the Consumer's situation. The Companion is assigned to a Consumer by the coordinator and follows a written plan of service.

Organizational Relationship:

The Companion reports directly to a qualified supervisor

Qualifications:

High School graduate with at least 1 year experience as a companion or life working experience.

Complete an Agency training/orientation program.

Effective interpersonal communication skills.

Use of an automobile with possession of liability insurance.

Must be able to read, write in English and follow instructions.

Must have a criminal background check.

Responsibilities:

The duties consist of a combination of activities, which include, but are not limited to:

- Provide respite breaks for family or caregivers.
- Provide assistance with reading and writing correspondence and publications.
- Observation and feedback to the coordinator/supervisor on Consumer's behavior, mood, and adjustment in the home.
- Notifies superior of any safety issues.
- Being supportive and encouragement during periods of loneliness, depressions, bereavement etc.

The Companion performs duties according to a written assignment:

- Follows the plan of service for tasks.
- Records observations and tasks and signs each entry on the appropriate form for each visit made.
- Communicates on a weekly basis or more often as necessary with the supervisor.
- Immediately reports emergency situations by phone to supervisor or office.
- Keeps an accurate time and mileage report.
- Follows assignments and regulations.
- Follows specific office orders for each Consumer.
- Uses policy manual as guidelines.

- Works within the organizational channel of authority and knows the area of responsibility of all other team members.

- Wears appropriate clothing and ID badge when at work.

- Confirming on a weekly basis, the scheduling of visits with the Supervisor, to coordinate necessary visits with other personnel.
- Notifying the Agency of absences due to illness, emergency leave, normal vacation periods, or special professional meetings, which will affect agreed service with the Agency.

Functional Abilities:

Must be able to read 12 point or larger type.

Must be able to hear and speak in English.

Must be able to stoop and bend.

Must be able to travel to prospective Consumers' residences.

Must be able to carry bundles weighing up to 10 pounds, up stairs.

Employee Signature

Date

Chief Operations Officer

Job Summary:

The COO is approved by the Governing Body and is responsible for the overall management of all operations of the Agency.

Organizational Relationship:

Reports to the Governing Body

Qualifications:

An Associate or Baccalaureate degree, preferably in a Health related field, and three (3) years of progressive administrative experience in homecare - or
Three (3) years of education and/or experience in administrative capacity in home care.
Must have a criminal background check.

Responsibilities:

- Employs and evaluates Agency Directors and key personnel.
- Functions as liaison between Governing Body and Agency Director/Supervisor.
- Ensures compliance of federal, state, and local laws and regulations.
- Cooperates with Governing Body pursuant to agency mission and philosophy.
- Facilitates all policy and procedure changes for office.
- Oversees the proper execution of minutes for all meetings.
- Serves as liaison to national, state and local professional organizations and regulatory agencies.
- Has primary responsibility for managing insurance authorizations and insuring that all services done have current authorization to service.
- Supervises Agency Director.
- Compliance with corporate policies and procedures.
- Assists with state surveys, agency evaluations and other regulatory responsibilities.
- Works with Agency Director on licensing compliance.
- Sets the short and long term weekly marketing targets and growth opportunities in collaboration with Marketing staff.
- Manages the weekly referral goals success in weekly meetings with Agency Director and marketing staff.
- Conducts interviews of new employee candidates and approves/declines their moving forward to orientation.
- Schedules orientation dates per month and communicates these dates to administrative employees.
- Maintains the orientation schedule without changes to manage efficient operations.
- Approves administrative hires and salary increases.
- Assumes all other duties as assigned by the Governing Body.

Employee Signature

Date

Director of MIS

Job Summary

Responsible for the effective planning, control, and administration related to Information Management and Telecommunications.

Organizational Relationship

Reports directly to Agency Director

Qualifications

College degree and minimum 5 years' experience in Information Systems in a management capacity. Must have a criminal background check.

Responsibilities

Planning and direction of the future needs of the Agency with regard to information management, computer equipment, communications, telephone equipment and pagers.

The purchase of, and/or contractual agreements for computer equipment and supplies, user and operating software, communications and telephone lines and equipment, toll free, long distance and pager service; and maintenance of the aforementioned items.

Security of programs, computer systems and computer data, in that if uncontrollable interruptions occur, we will be able to function without the loss of data within a reasonable time.

Management and supervision of the MIS Dept.

Ensure that the Agency continues to be a leader in computerization and information management by keeping abreast of the latest computer technology and changes in the home care industry.

Assist the MIS Dept. with analysis and design of new and existing systems.

Establish project priorities and deadlines.

Ensure proper knowledge and use of software through technical support and documentation.

Ensure the timely running of jobs and the proper distribution of payroll, billing and reports to Corporate Headquarters and each remote location.

Attend staff and departmental meetings as required.

Functional Abilities:

Must be able to hear adequately with no more than an amplifier on the phone and effectively communicate in English.

Must be able to read 12 point or larger type.

Employee Signature

Date

Human Resource (HR) Coordinator

Job Summary:

The HR Coordinator is responsible for managing the location's employee needs. This includes setting up and conducting orientations, assuring the correct personnel file paperwork is completed, managing the personnel file from hire to termination, tracking in-service hours, supervisions and evaluations and the disciplinary process.

Organizational Relationship:

- Reports directly to the Agency Director and HR Manager (if in place).

Qualifications:

- High School graduate (or equivalent)
- 1-year recent HR experience in filing/data entry etc in a health related company.
- Moderate competency with computers and keyboarding, EXCEL spreadsheet competence is preferable.
- Ability to effectively multi-task and is a self-starter able to be self-directed most of the time.
- Must have a criminal background check

Responsibilities:

- Answers telephone inquiries regarding hiring, sets up interviews/orientations.
- Assists with orientations, involving key personnel from all departments to participate.
- Assures accurate completion of all required hiring documents timely per agency policy.
- Manages and assures security of the personnel files from hire to termination.
- Tracks all required monthly in-services, supervisions, evaluations, disciplinary actions and required health data.
- Communicates effectively with the Agency Director and scheduling departments when employee issues surface.
- Advocates for employees to the degree possible for effective operations.
- Assists the Agency Director in preparing for audits or surveys.
- Maintains personnel files and the HR department "survey ready" at all times.
- Re-enforces HIPAA compliance with field staff and office personnel.
- Participates in QA Committee program.
- Actively encourages employee recognition program

Functional Abilities:

Is able to carry bundles up stairs weighing up to 10 pounds.

Must be able to stoop and bend.

Must be able to hear and effectively communicate in English.

Employee Signature

Date

Human Resource (HR) Manager

Job Summary:

The HR Manager is responsible for supervising HR Coordinators and assuring proper documentation of personnel files are intact. Responsible for training HR coordinators and medical record clerks. Assures location are “survey ready” at all times.

Organizational Relationship:

Reports directly to the Agency Director

Qualifications:

- High School graduate (or equivalent),
- 3 years recent HR experience preferably in home care agency or other healthcare field.
- Moderate competency with computers and keyboarding, EXCEL spreadsheet competence.
- Ability to multi-task with minimal stress and is a self-starter able to be self-directed.
- Must have a criminal background check.

Responsibilities:

- Assists in the hiring process, recruiting, interviewing, personnel file management.
- Prepares new hiring documents as necessary.
- Submits written requests for offsite HR functions as determined to be within working capital allocated for such activities.
- Communicates with the out sourced company (if in place) for in-services as needed. Determines the next year’s in-service calendar 6 months in advance allowing for development time.
- Responsible for the initial management of employee grievances unresolved at the location level.
- Communicates at least monthly with HR staff to discuss processes, changes, new policies etc.
- Assists the Agency Director in preparing for audits or license surveys as requested.
- Responsible for assurance that the HR department is “survey ready” at all times.
- Re-enforces HIPAA compliance with field staff and office personnel.
- Encourages participates in QA Committee program.
- Actively encourages employee recognition program.
- Participates in the QA Committee process as requested to do so.
- Notifies the Agency of emergencies, sickness, and other imminent occurrences that may affect the Consumer caseload as quickly as possible relative to the event’s occurrence.
- Submits written time requests 2 weeks or more in advance of planned time off.

Functional Abilities:

Must be able to read 12 point or larger type.

Must be able to hear, speak and effectively communicate in English.

Employee Signature

Date

Marketing Specialist

Job Summary:

Responsible for marketing and sales of the home care agency.

Organizational Relationship:

Reports to the Agency Director

Qualifications:

Baccalaureate degree preferred.

A minimum of One (1) year experience of experience in sales, experience in a health services related field preferred.

Must have a criminal background check.

Responsibilities:

Analysis of Past and Current Marketing Data.

Analyzes the potential of the company's service area to determine target markets.

Identifies available market share.

Makes cold calls to potential sources that may provide referrals including Senior Centers, senior programs, community organizations, etc.

Analyzes Consumer/Agency relationships.

Analyzes advertising and sales promotion needs.

Develops sales/marketing objectives and sales projections.

Maintains a new referral quota of 30 unduplicated Consumers per month.

Develops a marketing plan, identifying priorities and a reasonable timetable.

Implements marketing plan staying within established timetable.

Reviews and evaluates the analyses and plan on an established basis.

Functional Abilities:

Must be able to hear and speak in a manner understood by most persons.

Must be able to read 12 point or larger type.

Must be able to travel to prospective referral sources.

Must be able to read, write and maintain simple records in English.

Employee Signature: _____

Date: _____

Office Manager

Job Summary:

Has the responsibility and authority for the administrative management of the office under the Agency Director. Day to day activities include: office reception, ordering of office supplies and forms, managing office cleaning, biohazard pickups, and shredding pickups. Managing the postal needs, postage, pickups, mailings etc. Direct responsibility for management of the answering service contract.

Organizational Relationship:

Reports directly to the Administrator

Qualifications:

Associate degree (preferred).

High School graduate or proof of post-secondary education if high school transcript is unavailable.

Computer literate in MS Word and Excel.

A minimum of 1 year experience in an office setting, preferably office management.

Organized, meticulous and gives attention to detail.

Must be able to read, write and maintain simple records in English.

Excellent Telephone skills and above average computer skills.

Must have a criminal background check.

Responsibilities:

Office reception functions.

Assures phones are answered in a professional and courteous manner.

Takes telephone referral information if staff is unavailable and passes referrals as soon as possible.

Ordering of office supplies and forms.

Managing the cleaning contract, biohazard pickups, shredding pickups.

Manages the postal needs (postage, pickups, mailings).

Responsible for managing the Answering service contract, handling and processing complaints and forwarding complaint log to QA Committee.

Distributes and receives employee surveys/paychecks to office staff.

Telemarketing our services when appropriate.

Assists in all activities that are required of the Agency Director.

Is productive and uses time efficiently.

Follows instructions, is-punctual.

Is self-reliant and plans appropriately.

Performs other duties as assigned.

Functional Abilities:

Must be able to read 12 point or larger type.

Must be able to lift/stoop effectively so as to be able to perform the above listed responsibilities.

Must be able to hear adequately with no more than an amplifier on the phone and effectively communicate in English.

Employee Signature: _____ **Date:** _____

Payroll Billing Assistant

Job Summary:

Processing all weekly visit notes, correcting incorrect entries, reporting and resolving auth/denial issues at the location level. Assists Payroll Manager in controlling the AR. Conducts monthly billing according to developed processes in a timely manner. Receives the weekly payroll and distributes appropriately assuring that all staff sign for their paycheck or that mailers have a signed release in the personnel file.

Organizational Relationship:

Reports directly to the Agency Director/Payroll Manager.

Qualifications:

High School graduate (or equivalent),

1 year recent experience in bookkeeping (preferably) in a home services agency or other healthcare related field.

Above average competency with computers and keyboarding.

Ability to multi-task.

Must have a criminal background check.

Responsibilities:

- Data entry of all weekly visit notes and mileage submissions.
- Works in collaboration with scheduling department to assure correct auth vs visits done
- Prepares and submits payroll and billing.
- Actively prepares for and participates in monthly meetings (via conference call) with Payroll Manager to review new processes, address problem areas and develop creative approaches to improve profit margins and AR management.
- Manages the location AR in collaboration with individual Payroll Manager.
- Assures prompt resolution of AR >90 days in collaboration with Agency Director.
- Responsible for all collection activities including those of problem accounts.
- Responsible for the timely completion of all billing forms. Manages and assures all denial documentation is collected and sent timely.
- Communicates with Agency Director on problem areas.
- Follows the procedure for taking deposits and receiving weekly private pay payments.
- Informs Payroll Manager when written notification of Consumer/family regarding potential cessation of service is needed.
- Maintains good relationships with case managers, contracts and accounts.
- Assists Agency Director maintaining high profit margins.
- Assures that office is operated in the most cost effective manner.
- Demonstrates a concerned, helpful and professional persona with all office personnel and field staff.
- Participates in the location's QA Committee program as assigned.

- Communicates on a daily basis with office Agency Director.
- Maintains a positive attitude at all times.
- Notifies the Agency of emergencies, sickness, and other imminent occurrences that may affect the Consumer caseload as quickly as possible relative to the event's occurrence.
- Submits written time requests 2 weeks or more in advance of planned time off.

Functional Abilities:

Is able to carry items weighing up to 10 pounds.

Must be able to stoop and bend.

Must be able to hear and effectively communicate in English.

Employee Signature

Date

Payroll Billing Manager

Job Summary:

Responsible for oversight of all payroll, billing and collections functions. This person shall have primary oversight of the orientation and training of the payroll assistants in each of their designated territories in the computer system, payroll and billing reports and monthly management of the AR.

Organizational Relationship:

Reports to the Agency Director

Qualifications:

High School graduate (or equivalent),

2 years recent experience in management and supervision of credit and collections, payroll and billing, and governmental billing procedures in a home services agency or other health field.

A minimum of 1 year experience in electronic payroll and billing procedures in a home care environment.

Ability to multi-task effectively.

Must have a criminal background check.

Responsibilities:

- Supervises data entry of visit notes, authorization for services and payroll processes.
- Assists the locations in problem solving payroll/billing issues.
- Manages the upload of payroll data in a timely fashion to the corporate office for weekly payroll preparation.
- Conducts monthly meetings (via conference call) with payroll assistants in the designated territory to review new processes, address problem areas and develop creative approaches to improve profit margins and AR management.
- Manages the AR for the designated territory in collaboration with individual payroll assistants.
- Assures prompt resolution of AR >90 days in collaboration with Agency Directors.
- Participates in all collection activities of problem accounts.
- Oversight of the timely completion of all billing forms. Assists when help is requested.
- Communicates with Agency Director on problem areas.
- Assures that all payroll assistants are following the procedure for taking deposits and receiving weekly private pay payments. Responsible for stopping service in prescribed, acceptable manner when no payments are received for 3 consecutive weeks. To continue service requires a written action plan approved by the Agency Director. Payroll Manager shall write and send notification to the Consumer/family regarding potential cessation of service.
- Maintains good relationships with contracts and accounts.
- Assures Agency Director that offices are operated in the most cost effective manner.

- Reviews and analyzes all financial reports on a monthly basis with Agency Directors.
- Demonstrates a concerned, helpful and professional persona with all office personnel.
- Notifies the Agency of emergencies, sickness, and other imminent occurrences that may affect the Consumer caseload as quickly as possible relative to the event's occurrence.
- Submits written time requests 2 weeks or more in advance of planned time off.

Functional Abilities:

Must be able to stoop and bend.

Must be able to hear and effectively communicate in English.

Must be able to work well with people especially under pressure or in stressful times.

Employee Signature

Date

Personal Care Worker (PCW)

Job Summary:

An individual who, under supervision, provides assistance with nutritional and environmental support, personal hygiene, feeding and dressing.

Organizational Relationship:

Reports to the Supervisor/Agency Director

Qualifications:

Has successfully completed one of the following:

1. Demonstrated competency by passing a competency exam developed by the Agency or other entity which meets the PA regulatory requirements.
2. A training program developed by the Agency that meets all the PA state requirements.
3. A training program meeting the training standards by virtue of the agency's participation as a provider in a Medicaid Waiver or other publically funded program providing home & community based services.
4. Another program identified by the PA DOH by subsequent publication in the PA Bulletin or on the DOH website.

Practices good hygiene and is neat in personal appearance.

Speaks, reads, and writes English.

Must have current CPR certification.

Must have criminal background check.

Responsibilities:

- Personal Services - assists with:

- Bath (tub, shower or bed)
- Oral hygiene
- Grooming and care of hair
- Ordinary care of nails
- Routine skin care/ lotion massage
- Positioning and turning of patents that cannot assist self- in bed and chair
- Elimination
- Assist with eating, dressing walking and toileting
- Remind Consumer to take self-administered medications

- Homemaking - assists with:

- Meal planning and preparation in accordance with complex and modified diets
- Feeding
- Linen change (occupied and unoccupied)
- Laundry, Consumer's only
- Light housekeeping; washing dishes, clean kitchen, dust & vacuum, only those rooms the Consumer uses.
- List needed supplies and grocery shopping

PCW'S ARE REQUIRED TO:

- Follow universal precautions whenever giving any aspect of Consumer service.
- Maintain confidentiality.
- Perform ONLY those functions specified for each individual Consumer on the service plan.
- Respond to the physical, emotional and development needs of Consumers.
- Follow emergency procedures in the event of any incident, e.g., accident, injury or significant change in Consumer's condition.

Essential Administrative Functions:

- Follow Consumer rights at all times.
- Record each activity performed on each case on a daily basis.
- Report any incidents or Consumer changes immediately.
- Submit Daily Activity Sheets and record accurately on a timely basis (WEEKLY).
- Follow instructions, is punctual and is at work as scheduled.
- Follow all appropriate agency policies.
- Attend in-service education annually per agency policy.
- Provide all information required for the maintenance of her/his personnel record as per State regulations and Agency policy.
- Show interest, asks questions and seek help as indicated; is receptive to supervision.
- Develop relationships and is cooperative with Consumer, family and supervisor.
- Maintain appropriate appearance.
- Is productive and uses time efficiently.
- Follows instructions, is punctual and attendance is acceptable.
- Cooperates with supervisor and with Consumer/family.
- Is self-reliant and plans appropriately.
- Other duties as are reasonably assigned

Functional Abilities:

Is able to lift, turn and transfer weights up to 200 pounds.

Is able to carry bundles up stairs weighing up to 10 pounds.

Must be able to stoop and bend.

Must be able to travel to prospective Consumer's place of residence.

Must be able to hear and effectively communicate in English.

Employee Signature

Date

President

JOB SUMMARY:

The President is appointed by the Governing Body and is responsible for oversight of all corporate and subsidiary functions.

ORGANIZATION RELATIONSHIP:

Reports directly to the Governing Body.

QUALIFICATIONS:

Must have a Baccalaureate degree in healthcare/services or related field.

Has extensive experience in business management and/or government regulations with in-depth knowledge of the home services industry.

Demonstrates ability to supervise and direct professional and administrative personnel.

Must have criminal background check.

RESPONSIBILITIES:

Provides leadership to position the Agency at the forefront of the industry. Develop a strategic plan to advance the company's mission and objectives and to promote revenue, profitability and growth as an organization. Oversee Agency operations to insure production efficiency, quality, service, and cost-effective management of resources.

1. Assumes position of Chairman of the Governing Body.
2. Develop a strategic plan to advance the company's mission and objectives and to promote revenue, profitability, and growth as an organization.
3. Oversee company operations to insure production efficiency, quality, service, and cost-effective management of resources.
4. Plan, develop, and implement strategies for generating resources and/or revenues for the company.
5. Identify acquisition and merger opportunities and direct implementation activities.
6. Approves Agency operational procedures, policies, and standards.
7. Review activity reports and financial statements to determine progress and status in attaining objectives and revise objectives and plans in accordance with current conditions.
8. Evaluate performance of executives for compliance with established policies and objectives of the company and contributions in attaining objectives.
9. Promote Agency through written articles and personal appearances at conferences/local events.
10. Represent the Agency at legislative sessions, committee meetings, and at formal functions.
11. Promote the company to local, regional, national, and international constituencies.
12. Present Agency's Annual Agency Evaluation at GB meetings.
13. Direct Agency planning and policy-making committees.

Other duties as determined by the Governing Body as a whole.

Employee Signature

Date

Scheduling Coordinator

Job Summary:

Responsible for taking new referrals, matching workers with the case and managing the ongoing Consumer needs keeping continuity as the priority aspect of the process.

Organizational Relationship:

Reports to the Supervisor/Agency Director

Qualifications:

High School graduate (or equivalent),
1 year recent experience as a scheduling coordinator in a home services agency or related field.
Ability multi-task and a Propensity for working with and helping people
Must have a criminal background check.

Responsibilities:

- Takes incoming referrals without delay.
- Actively works to encourage departmental growth (networking).
- Cooperates with Scheduling Manager regarding investigation of Consumer complaints/concerns. Remains calm, non-defensive and helpful in finding appropriate resolution.
- Cooperates regarding new processes developed to improve workflow and efficiency.
- Files all incoming documents timely and efficiently keeping all HIPAA information secured.
- Prints and distributes weekly accurate schedules.
- Reports staff who service Consumers outside the scheduled times without notification to the office.
- Receives and follows up on faxes received from answering service each morning.
- Takes and gives report from/to On-Call each morning.
- Reports all complaints and/or problems related to off hour issues (answering service) or On-call.
- Participates in the QA Committee & orientation process as requested.
- Cooperates with Scheduling Manager regarding scheduling projects as designated by the Agency Director to improve internal scheduling processes.
- Other duties as assigned.
- Opens all staff requests within 48 hours of receipt.
- Reviews staff paperwork for accuracy/completeness to ensure medical records are up to date.
- Enforces the Agency's disciplinary process without prejudice or discrimination.
- Notifies the Agency of emergencies, sickness, and other imminent occurrences that may affect the Consumer caseload as quickly as possible relative to the event's occurrence.
- Submits written time requests 2 weeks or more in advance of planned time off.

Functional Abilities:

Is able to carry bundles up stairs weighing up to 10 pounds.

Must be able to stoop and bend.

Must be able to hear and effectively communicate in English.

Employee Signature

Date

Secretary

Job Summary:

Responsible for Clerical Duties within the Office.

Organizational Relationship:

Reports directly to the Office Manager/Agency Director

Qualifications:

High School education.

A minimum of 6 months office work experience.

Must possess typing and other clerical skills

Must have a criminal background check.

Responsibilities:

Type memos, correspondence, agendas and reports as required.

Make appointments and informs staff members of meetings.

Maintain confidential Agency files.

Photocopying, Phone work, filing as required.

Perform other related duties as assigned.

Functional Abilities:

Must be able to operate a computer and other office equipment with intermediate efficiency.

Must be able to read 12 point or larger type.

Must be able to comprehend and communicate in English.

Primarily a desk job which entails sitting, standing and minimal lifting of office supplies, records, etc.

Must be able to stoop and bend effectively so as to be able to perform the above-listed job responsibilities.

Employee's Signature

Date

Supervisor

Job Summary:

Responsible for day-to-day supervision of direct Consumer services, managing the weekly schedules of clinicians, taking the referral intakes as needed, conducting Consumer record reviews and participating in the QA activities.

Organizational Relationship:

Reports directly to the Supervisor

Qualifications:

A professional with a minimum of one (1) year training and experience in home/health services. In addition, at least one (1) year of supervisory or administrative experience in home services or a related program.

Must have criminal background check and current CPR certification.

Responsibilities:

- Takes referrals and assigns Consumers to field staff.
- Follows up on referrals by contacting Consumers, family members, etc.
- Handles Consumer service supervision per agency policy.
- Documents telephone/in-office conferences with Consumers/family, staff, and others.
- Manages the Consumer services coordination.
- Manages the HR needs of the Consumer services department, notifying the Agency Director when new hires are needed to stay proactive with growth plan.
- Assists with interviews and hires select service personnel.
- Orients staff to policies and procedures of our Agency.
- Supervises staff to ensure quality performance standards.
- Establishes mutual goal setting and achievement standards.
- Projects a concerned, professional appearance toward Agency staff.
- Maintains high visibility and availability via telephone while in the office.
- Works to develop a positive rapport/relationship with all staff.
- Performs tasks as delegated by Agency Director.
- Carries beeper when away from office and responds within the hour.
- Shares on-call responsibility on an equitable basis.
- Actively develops and pursues referral sources, as well as facilitates on-going relationships with various community organizations.

Functional Abilities:

- Must be able to hear and effectively communicate in English.
- Must be able to read 12 point or larger type.
- Must be able to travel to prospective Consumers' place of residence.

Employee Signature _____ Date: _____

Intake Coordinator

Job Summary:

Completes intake referral form when is unavailable. Promptly delivers referral to the supervisor immediately after completion.

Organizational Relationship:

Reports to the Agency Manger/Supervisor

Qualifications:

High School graduate.

At least one year working experience, prefer in health care setting.

Excellent communication skills.

Must have criminal background check.

Responsibilities:

Answers phones, receives all intake information.

Takes telephone referral information when appropriate.

Handles all matters related to referrals, with the exception of issues that require professional/service delivery judgment.

Advise Supervisor of all new cases to be serviced.

Documents and reports to Supervisor when there is a change in Consumer status, change in service requirement, change in employee assigned to case and any unsatisfactory performance.

Participates in the evaluation of field staff in regard to punctuality, reliability, assignments and related matters.

Telemarketing Agency services.

Is productive and uses time efficiently.

Follows instructions, is punctual and attendance is acceptable.

Cooperates with supervisor and with Consumer/family.

Is self-reliant and plans appropriately.

Shows interest, asks questions and seeks information.

Performs other duties as required.

Functional Abilities:

Must be able to read 12 point or larger type.

Must be able to lift and stoop effectively so as to be able to perform the above listed responsibilities.

Must be able to hear adequately with no more than an amplifier on the phone and to speak in a manner understood by most persons.

Must be able to read, write and maintains simple records in English

Computer literate or willing to learn.

Employee Signature

Date