

## **Job Description**

### **Home Care Program Coordinator**

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**Position Title:** Home Care Program Coordinator

**Reports to:** Home Care Program Director

**Level & Employee Status:** Level II – Full-time (40 hours per week) offering PTO, medical, dental, vision, & 401K benefits.

The position assists the Home Care Director with the Home Care program daily functions. The hours for the position may fluctuate depending on the needs of the program. The hours will be split between the Home Care office and direct client care as needed.

#### **Job Summary:**

To advocate for the people the program supports; ensuring the program promotes individual choices and personal growth. The Program Coordinator will be responsible for assistance in staff training and overseeing programmatic issues. He/she will also help create and maintain a positive working environment where each staff feels he/she is a valued member of the team.

#### **Requirements:**

Must be 18 years of age or older and have a high school diploma or equivalent. Ability to work well with people and demonstrate leadership qualifications. Must have approximately two years of higher education or experience in Social Service work or a combination thereof; prefer a minimum of 3 years working directly with people with disabilities.

#### **Additional Requirements:**

Must meet all state requirements in terms of training. Must be able to pass a background check and drug test.

#### **Job Duties & Responsibilities:**

- Assist Program Director with day to day functions of the Home Care program through oversight of care aides and clients which include:
  - Addressing and resolving client concerns and/or issues.
  - Coordinating shift coverage for care aides unable to work scheduled shift.
  - Assist with carrying the Home Care cell phone for 24/7 availability.

- Relaying employee issues to Director.
  - Oversee program when Director is unavailable.
- Assist with recruiting, interviewing, performing reference and background checks, and scheduling fingerprinting appointments of new Home Care employees. Schedule new hire appointments with the Human Resources Director to complete initial paperwork and drug testing.
- Provide new employees with orientation and training, reading over client's Person Centered Service Plan, introduction of client and initial scheduling of training or shadowing with client.
- Oversight of specific client case load, which includes:
  - Train all care aides with specific clients. Coordinate introductions as needed.
  - Assist with completing all care aide/client schedules. Find appropriate back up care aides when necessary.
  - Ensure all services provided are of quality and client concerns are handled effectively and efficiently through phone calls and home visits at least every 6 months.
  - Ensure all paperwork is available and completed by care aides and clients.
- Ensure staff training requirements are up to date and follow up with scheduling and/or ensuring continuing education training is completed by due date, program forms are prepared and available and important announcements are relayed to staff through email and/or phone.
- Create and update employee and client files.
- Create orientation packets for new employees.
- Assist Program Director with preparing for annual audits.
- Assist with any caregiving coverage when necessary.
- Assist with preparing for staff meetings, email staff reminders, complete meeting minutes, and follow up with staff unable to attend meetings. Oversee staff birthday and recognition cards and distribution. Complete additional paperwork and documentation assignments as needed.
- Create event calendar every month.
- Coordinate events for clients several times a year.