

Crawford County Commission on Aging Job Description

Title

In-Home Services Manager

General Description

Plans, promotes, directs, supervises and evaluates the in-home service programs. Supervises, trains, schedules and evaluates all in-home service staff and volunteers. Part of a management team which assumes the full responsibilities of the Commission on Aging in the absence of the Director.

Essential Duties

Manages client assessments for all Commission on Aging in-home programs. Performs client assessments along with Program Assistant and Nurse.

Provides oversight of all client files with regard to required documentation and ongoing narrative of interactions with client, outside providers and client representatives.

Approves scheduling of all in-home service clients.

Supervises the maintenance of all client databases.

Supervises the volunteer medical transportation program.

Provides supervision of the Medical Equipment Loan Closet.

Provides supervision of the Liquid Nutrition program. Ensures required prescriptions are on file for all liquid diet clients.

Acts as the host agency supervisor for the NEMCSA TEFAP and Senior Commodities food programs.

Acts as the host agency supervisor for the NEMCSA Senior Companion program. Matches clients with volunteers.

Supervises the Friendly Visitor Program. Matches clients with volunteers.

Lead manager for recruitment, selection, training, supervision and retention of volunteers associated with the In-Home Services programs. Examples include Home Delivered Meal volunteers, Friendly Visitors and medical transporters.

In conjunction with the management team, oversees all operations of the agency, including the delivery of services and programs to the older adults in our community in the absence of the Director.

Leads staff meetings and provides training to all Commission on Aging staff as assigned by the Director.

Analyzes community needs, identifies needed programs and services by documenting unmet needs in conjunction with the Director.

May participate in union meetings and negotiations of the union contract.

In conjunction with the Director, facilitates repairs or purchases of equipment as needed.

Coordinates provision of services with Administrative Assistant to facilitate accurate reporting.

Serves as an advocate for older adults to solve problems and resolve issues facing older adults.

Works with other community organizations to foster relationships which strengthen our ability to serve older adults. Serve on pertinent community boards or committees as assigned by the Director.

Other Job Duties

Attend regular, special and committee board meetings as needed.

Keep Director informed of progress or problems as they arise.

Observes safety and security procedures for the protection of employees, clients, participants and volunteers.

Participate in meetings, activities, workshops, conferences and training as necessary.

Provides coverage in absence of Senior Center staff and volunteers as needed.

Other duties as assigned by the Director.

Supervisory Duties

Direct supervision of the Homemaker staff, Program Assistant and volunteers related to programs supervised. Responsibilities include interviewing, hiring and training employees; planning, scheduling, assigning and directing work; appraising performance; completing payroll and expense requests; addressing complaints and resolving problems; participates in any disciplinary proceedings. General supervision of all COA staff in the absence of the Director.

Supervision Received

Supervision given by the Director.

Minimum Qualifications

Any equivalent combination of education, training, or experience which demonstrate skills and abilities will be considered. However, the following is preferred:

Experience and Training

High School graduate or equivalent.

Bachelor's degree in social services related field and/or three years of direct experience working with older adults in a social service setting.

Supervisory experience and ability to establish and maintain positive work environment required.

Knowledge, Skills and Abilities

Ability to lift 25 pounds.

Ability to maintain good personal hygiene.

Knowledge of the principles and practices of management in a public agency.

Skill in the supervision and motivation of personnel.

Effective leadership skills; ability to coach staff.

Mathematical ability, ability to prepare and understand statistical reports.

Knowledge of confidentiality rules regarding the protection of older adult's personal information.

Maintains appropriate boundaries with staff, volunteers, clients and participants.

Ability to prepare and maintain concise and complete client records.

Ability to operate various computer programs including e-mail, word processing, publishing software and spreadsheets. Ability to effectively search and locate on the internet.

Ability to delegate assignments to staff and volunteers. Ability to manage staff and volunteers. Ability to make self available to

provide support and direction. Ability to monitor delegated assignments and set expectations.

Strong interpersonal communication skills, including listening.

Strong organizational and time management skills.

Ability to understand and follow verbal and written instructions.

Ability to communicate effectively and appropriately both verbally and in writing.

Ability to work independently, organizing and structuring own work.

Ability to exercise initiative.

Strong innovation skills which include resourcefulness and creativity.

Ability to perform duties thoroughly and accurately. Looks for ways to improve quality and efficiency. Willingness to accept constructive criticism to improve performance.

Commitment to a high standard of ethical behavior. Treats others with respect. Upholds organizational values of customer service, professionalism and positive attitude. Actively promotes Agency mission, vision and values.

Problem solving ability; ability to use good judgment, courtesy and tact in interactions with others and in handling problems.

Ability to represent the agency in a professional manner.

Ability to maintain effective and harmonious relations with other employees and the public.

Must be a team leader who provides a positive role model for subordinates, co-workers and the general public. Ability to interact and work in a team effort in service delivery.

Tolerates pressure well in addition to accepting responsibility for own actions.

Familiarity with the problems and issues confronting the elderly and disabled in the local community.
Ability to create a warm and inviting atmosphere to all participants of the Senior Center.

Ability to speak, write, read and understand English with proficiency.

Ability to be flexible with work schedules. Ability to work evenings, weekends and holidays in addition to normal office hours.

Special Qualifications

Possession of a current Michigan Driver's license and access to an insured, reliable, personal vehicle for use.

Possession of CPR and First Aid certification or be willing to become certified.

Ability to pass a Criminal History background review through the Michigan State Police ICHAT, Michigan Public Sex Offender Registry, and the National Sex Offender Registry.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees are required to follow any other job related instructions and to perform any other job related duties requested by the Director.

Requirements are representative of minimum levels of knowledge, skills and abilities. To perform the job successfully, the employee will possess the abilities to perform each duty proficiently.

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