



POSITION TITLE: In-Home Services Coordinator/Personal Services Agency Manager

PRIMARY FUNCTION: To meet the in-home services needs of Hendricks County Senior Services and to support the achievement of agency objectives.

QUALIFICATIONS:

1. Educational: High School Diploma required. College degree or related work experience.
2. Experience: Experience and knowledge of laws and regulations regarding personal service agencies; older adults; grant administration/project management; supervision of employees; personal service agency or long-term care experience. Must be computer literate and have experience with industry software.
3. Personal: Organized mind, attention to detail; demonstrated ability to follow through on commitments; regular, predictable attendance; empathetic to older adults.

ESSENTIAL FUNCTIONS:

Coordinate/Supervise In-Home Services

- Supervises and coordinates the entire in-home services program (home and community assistance, respite, and attendant care.)
- Maintains accurate and complete records for all services.
- Cooperates with Managed Care Entities and CICOA to meet the needs of clients.
- Ensures compliance with State PSA license and Medicaid/Pathways requirements.
- Evaluate and assess client needs in their homes.
- Answers questions of clients, care partners, and refers to appropriate services.
- Supervises in-home personal services attendants, including hiring, discipline, evaluation, etc.

Program Development & Planning

- Markets agency services to potential clients.
- Analyzes and evaluates program efficiency, effectiveness, safety, and customer satisfaction.
- Recommends solutions to problems/issues.

Teamwork

- Assist any other service area when needed and requested.
- Works with the Business Manager to ensure accurate invoicing of clients and billing.
- Attends department meetings as directed.

REPORTING & ORGANIZATIONAL RELATIONSHIP:

1. Responsibility: Reports directly to the Executive Director.
2. Coordinative Relationship: Directly supervise all in-home personal services attendants, scheduler, and information and referral advocate.
3. Works cooperatively with all staff to ensure efficient service delivery.

ESSENTIAL PHYSICAL/ MENTAL FUNCTIONS:

- Must be able to speak clearly and distinctly.
- Must have visual, hearing and mental ability to initiate, comprehend and communicate written and verbal communication and financial information.
- Must be willing to be responsible for and maintain job-related supplies and equipment according to Agency policy and expectations.
- Must be able to operate/acquire the skills to operate office communication equipment and software systems.
- Must be able to access files and documents from file cabinets.
- Must be able to perform tasks involving sitting and physical activity such as such as light lifting, some bending, stooping and standing.
- Must be able to perform repetitive tasks such as keyboarding.

ESSENTIAL HAZARDOUS /PHYSICAL EXPOSURES:

- Potential to travel in inclement weather.

CHEMICAL OR HAZARDOUS MATERIALS EXPOSURE:

- Potential exposure to cleaning substances within an office environment.
- Potential exposure to substances within the office environment including copy machine toner, VDT emissions, and cleaning solvents.
- Potential exposure to chemical/cleaning substances in the Agency.

OTHER SPECIAL CONSIDERATIONS:

- Must be able to function in a lively environment and meet deadlines as requested.
- Must travel within the service area to meet clients in their homes.

I have read the job description and understand the qualifications and responsibilities of this position.

Signature

Date