



## Job Description

**LifeTime Resources Mission Statement:**

*Working together to provide services that help people maintain their independence*

**LifeTime Resources Core Values:**

**Integrity**

**Quality**

**Compassion**

**Cooperation**

**Job Title:**

Home Care Manager

**Supervisor:**

Home and Community Care Director

**Division:**

Home and Community Care

**FLSA Status:**

Exempt

**Position Overview:**

Develops and monitors plan of care for home and community based clients and insures consistent provision of quality services in keeping with client goals and objectives, agency philosophy, policies and program requirements, as well as requirements of IFSSA and other regulatory agencies.

**Essential Functions:****ASSESSMENT AND CARE PLAN MONITORING**

- Assures services authorized in plan of care are in place and addressing clients' functional and environmental needs; makes home visits as needed; assures excellent customer service.
- Completes required Quarterly Reviews and Annual Assessments.
- Continually reevaluates situations to identify additional needs of the individual, both, functional and environmental that are not addressed in the current care plan.
- Completes care plan changes as needed, identifies options for service delivery including type of service(s), program eligibility and payment source(s) in keeping with agency philosophy and program requirements.
- Appropriately identifies cases for case conferencing and confers with supervisor as needed.
- Coordinates with formal and informal supports.
- Performs volunteer recruitment, selection, orientation, training, counseling and review to meet temporary and/or ongoing needs that cannot be met through other formal and informal sources.
- Coordinates with APS, Guardianship Manager, and others when client situations warrant.
- Records all client related activity in case record; maintains up to date client files; uses client database software program to enter all client data into system; logs time spent on client activity in client database software.
- Assures continued identification of new resources to assist clients and their caregivers.
- Handles client or provider concerns or requests regarding services, billing, or other needs, assuring excellent customer service.
- Keeps abreast of all home and community care rules and regulations; ensures that services and activities adhere to program requirements.
- Plans monthly agenda to ensure that deadlines are met.
- Attends trainings and keeps abreast of issues and information necessary to perform work duties.

- Participates actively in the staff meetings and case conferences.
- Educates clients, caregivers, and the community regarding the importance of donations.
- Participates as needed in fundraising for the agency and represents the agency in the community.
- Respects the client's right to privacy.

#### ADMINISTRATIVE/GENERAL

- Consistently and effectively utilizes position procedures; recommends changes when necessary and completes updates as required.
- Adheres to agency policies and procedures.
- Understands, supports, and models with professionalism the agency's Mission, Vision, and Values.
- Engages in other related activities or special projects as required or assigned.
- Works to achieve established productivity standards in the areas of:
  - Caseload per home care manager
  - Billing units per home care manager
  - Average cost per home and community care unit
  - Average care plan costs per home care manager
  - Average home and community care cost per client

*The essential functions identified here are a representation of those duties required of this position and in no way are intended to be a complete list.*

#### **Performance Requirements:**

*Knowledge, Skills, Abilities, & Mental Demand:* Clerical and computer skills, including ability to use Microsoft Office Suite; written and verbal communication skills; listening skills; interpersonal skills; customer service skills; reasoning and problem-solving skills; ability to work with minimum supervision; public speaking and presentation skills; networking skills; telephone skills; ability to perform multiple concurrent tasks in an organized manner.

*Physical Effort: Sedentary Work:* Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently; ability to climb stairs and independently access all customer homes; frequent driving.

*Working Conditions:* Office environment, frequent travel; customer homes; possible exposure to bodily fluids; daily customer contact; occasional inclement weather.

*Education, Experience and Training:* Bachelor's Degree in Sociology, Psychology, Counseling, Gerontology, Social Work, or Nursing with a minimum of one year full time, direct service experience—or—a Registered Nurse with 1 year human service experience—or—a Bachelor's Degree in any field with two years direct, full-time direct service experience with the elderly or persons with disabilities, this experience must include assessment, plan of care development, implementation and monitoring—or—a Master's Degree in any related field. Once certified, must attend 20 hours of approved training each year; must have a valid driver's license and be CPR certified.