

Northwest Colorado Health

In-Home Support Services Manager

General Statement of Duties:

Supervise supportive services program including HCBS.

Supervision Received:

Works under the general supervision of the Clinical Manager and Director of Home Services.

Supervision Exercised: CNA Lead, CNA's and Homemaker PCP's.

Essential Functions:

- Oversee scheduling of CNA's and Homemaker PCP's and oversee accuracy in charting and timeliness of completion of documentation.
- Oversee the precepting of new hires, which includes training in the field and documentation.
- Be available to the CNA's and Homemaker PCP's as well as the CNA Lead during working hours to receive phone calls, assist in trouble shooting, and triaging patient care.
- In collaboration with the CNA Lead, assess the CNA's and Homemaker PCP's schedule in order to adjust and monitor as needed.
- Inform primary caregiver verbally and in writing as needed regarding plan of care, progress, or changes.
- Is responsible for client's satisfaction in care received and for administering an annual patient satisfaction survey.
- Meet client needs, within reason, consistent with agency policies.
- Promotes positive impression of agency services.
- Completes and submits required paperwork accurately per agency policies.
- Promotes consumer dignity, independence, self-determination, privacy, choice and rights.
- Ensures the agency is in compliance with all HCBS rules and regulations.
- Ensure abuse and neglect reports are made according to regulation.
- Ensure occurrence reports are completed as required.
- Communicate as needed between consumer, family representatives, and other providers.

Education:

LPN or RN required.

Experience:

Medical terminology required. 1-3 years of related experience. Knowledge of home care preferred. Understanding of concept of managed care and its impact on home care. Excellent phone etiquette required. Computer literacy required. Familiarity with Medicare, Medicaid and other third party payer's guidelines preferred. Must be organized, flexible, able to prioritize tasks, and able to work independently with minimal supervision.

Requirements:

1. Must be committed to and have knowledge of the philosophy, mission, and goals of the agency.
2. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.
3. Required to have Colorado Nursing License.
4. Complete the basic administer training within 30 days of hire and complete ongoing annual education requirements.

Skills:

1. Psychomotor skills to provide nursing care, including daily and repetitive pinching, grasping, and manipulating (i.e. wound care, flushing I.V. lines).
2. Daily standing, squatting, walking, bending, and maneuvering in private homes which are not barrier-free.
3. Heavy lifting (>50 pounds) to transfer or turn an adult, with or without assistive devices; and lifting requirement of 25 pounds (to pick up nursing bag from floor and place shoulder strap on shoulder), approximately twice per patient.
4. Insert peripheral vascular devices and perform peripheral venous blood draw.
5. Excellent phone etiquette.
6. Computer literacy required.
7. Must be organized, flexible, able to prioritize tasks, and able to work independently with minimal supervision.

Knowledge:

1. Thorough knowledge of nursing theory and practice.
2. Knowledge of evaluation techniques utilized in the establishment of a specialized regimen of nursing care.
3. Understanding of concept of managed care and its impact on home care.
4. Familiarity with Medicare, Medicaid and other third party payer's guidelines preferred.

Abilities:

1. Can read and interpret physicians' orders and notes from other caregivers, as well as respond to them, verbally and in writing.
2. Has ability to calculate drug dosages, mix insulin, measure intake/output, program I.V. pump, etc.

Equipment:

1. Equipment to be utilized for home visits may include wheelchairs, ventilators, pulse oximetry units, oxygen tanks, etc. Per-patient use of oral thermometer, sphygmomanometer, syringes, etc. and making home visits in all weather conditions.
2. IV pumps, IV tubing, blood draw supplies.

Working Conditions:

1. Work environment in home visits is highly variable, as care is performed in private homes. Lighting, acoustics, air quality, temperature, and environmental hazards are not predictable.
2. Works occasional weekends and/or holidays as determined by agency need.
3. This position has been classified as Patient-Facing, a position in which the incumbent could reasonably be expected to routinely interact with patients and/or patient family members. Employees in Patient-Facing positions are exposed to healthcare conditions that may require additional training, immunizations, and use of Personal Protective Equipment (PPE).

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

I, _____ acknowledge that on this date, I have received the following job description for my present position.

Signature of Employee: _____

Date: _____