

Job Description

Program Coordinator – Home Care

Reports to: Program Director – Home Care

Level & Employee Status: Level II, full-time

FLSA Status: Non-exempt, hourly, overtime eligible

Benefits: Vacation, sick leave, 401k plan, Employee Assistance Program, health insurance (medical, dental, vision), life insurance

Position Description:

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 at 20 hours per week, and direct client care at 20 hours per week.

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.

Qualifications:

- Must be at least 18 years old with 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

Minimum Requirements:

- First Aid and CPR certification
- Valid Washington State driver's license and proof of automobile insurance
- Clear driving record
- Residence phone or cell phone
- Reliable transportation
- HIV/BBP training
- HCA (75 hour) Training or NAC/LPN/RN certificate
- Clear fingerprint background check
- Disclosure statement signed by employee upon hire
- Ability to follow and demonstrate our drug-free workplace policy

- Excellent professional communication skills, both verbal and written

Job 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. Onboard new clients 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 digital and physical documentation is available and completed by care aides and clients.
 - Ensure authorization for each client on case load is up-to-date.
 - Client specific meetings as needed.
- 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.
- Assist in approving staff leave requests and finding necessary coverage.
- 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.
- Send monthly schedules to clients as needed.
- Coordinate events for clients several times a year.

The Residential Operations Manager and the Executive Director reserve the right to make appropriate changes to the preceding job description at any time or as needed.

Cascade Connections is an Equal Opportunity Employer and stands committed to Affirmative Action.