

CHINESE AMERICAN SERVICE LEAGUE JOB DESCRIPTION

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Title: In-Home Service (INH) Coordinator	Grade: 7	
Reports To : Senior Wellness and Independence (SWI) Department Manager	FLSA Status: Exempt	
Supervises: Program Assistant – Team Leader, Operations Assistant, Program Secretary and Training and Service Specialist	Date Written: January, 2005	Date Revised: 4/4/2019

POSITION SUMMARY

The In-Home Service (INH) Coordinator reports directly to the Senior Wellness and Independence (SWI) Department Manager, and responsible to oversee daily operation of the program including plans, implementation and evaluations of In-Home service according to agency's policy and funding. The INH Coordinator also oversees, leads and coordinates with the In-House staff members to ensure high quality service is being delivered and in compliance with state rules and regulations.

DUTIES AND RESPONSIBILITIES

- Oversees daily operation of In-Home Service.
- Plans, implements, and evaluates In-Home Service according to agency's policy and funding source requirements:
 - Prepares bi-monthly report to update Management team on program activities, challenges, and changes.
 - Evaluates the program at least once a year, introduces changes if needed, and ensures that the program is culturally and linguistically competent to the clients.
 - Updates the Operational Manual of In-Home Service at least every other year or as directed by Illinois Department on Aging (IDOA), Illinois Department of Public Health (IDPH) and Manage Care Origination (MCO)'s rules and regulations.
 - Prepares files and documentation for internal and external audits.
 - Works with Manager to develop and monitor program budget and expenses.
 - Works with program staff to correct billings rejects and reviews payment for the funding resources in a timely manner.
- Maintains and improves service quality:
 - Coordinates with program staff for the monthly In-Service/Pre-service training schedule and recruitment of Homecare Aides.
 - Coordinates with the Training and Service Specialist to provide social work services to clients.
 - Works with staff to handles clients' and staff's complaints.
 - Works with program staff to resolve Homecare Aide's issues with clients or among themselves.

- Networks with Case Coordination Units (CCUs), Managed Care Organizations (MCOs), and other In-Home Service providers for information exchange and program development.
- Monitor the Electronic Visit Verification (EVV) System.
- Supervises and leads In-Home Service staff
 - Provides supervisions to supervisees' bi-weekly.
 - Conducts annual staff performance evaluation and reviews all Homecare Aides' annual evaluation which are done by the Lead Homemakers
 - Reviews and works with staff on their goals and objectives yearly and keeps them on track
 - Conducts team meetings with staff at least once a month.
- Reports to the manager of the SWI Department for any client's incidents and provides documentation for IDoA's records. Documents on the client's recording sheets for any incidents.
- Attends job related training sessions provided by CASL, IDoA, or any other entities.
- Develop outreach strategies and promotes In-Home Service via mass media and community events in target areas.
- Responds to agency needs by performing assigned tasks, which do not fall within the above description. If such tasks are not of a temporary nature, they shall be added to this list of designated job responsibilities.
- Enters clients' case notes into Salesforce, if needed.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

MINIMUM REQUIREMENTS

Education/Experience:

- Bachelor's degree in Social Work, Psychology or related health or human services field, with at least three years of supervisory experience

Skills/Knowledge:

- Spoken and written knowledge of both English and Chinese language (Cantonese, mandarin or Toishanese).
- Knowledge of understanding senior's physical and psychological change.
- Demonstrate skills in supervisory activities.
- Being able to use various computer software programs.
- Must be a self-directed and self-motivated individual with exceptional verbal and written skills and a positive 'can do' attitude.
- Must be organized and detail oriented with strong project management skills.
- Ability to adapt and work in a progressive, dynamic, and changing environment is required.
- Client-focused and customer service driven.
- Basic end-user level understanding and experience with Salesforce is a plus.

Physical Demands:

- Required to frequently sit, stand, and walk for extended periods.

Environment and Scheduling:

- Work is performed during standard business hours, Monday through Friday.
- Work is performed in administrative office settings.
- Must be flexible and available to work additional hours when necessary.

CASL is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, ethnic or national origin, or any other status protected by State and Federal Law.