

Title: In- Home Service (INH) Team Supervisor	Grade: 6	
Reports To: In-Home Service Coordinator	FLSA Status: Exempt	
Supervises: Lead Homemaker	Date Written:	Date Revised:
	3/2018	1/7/2020

POSITION SUMMARY

The INH Team Supervisor reports directly to In-Home Service Coordinator and responsible for maintain the Electronic Visit Verification (EVV) system and schedule Home Care Aides' (HCA) work assignments. (S)he supervises and coordinates with the Lead Homemakers (LHMs) to monitor and ensure the quality of services. Correspond with Care Coordination Units (CCUs) and Managed Care Organizations (MCOs) for client matters. (S)he also ensure the team meets and exceeds the program performance goals and respond to emergency situations or client matters after regular business hours 7 days a week to intervene in important client matters.

DUTIES AND RESPONSIBILITIES

- Implement, maintain and improve the EVV system:
 - Initiate and responsible for EVV system implementation.
 - Work with system vendors to ensure operation effectiveness of the EVV system.
 - Enter and update clients' information, service hours, and plans of care on the EVV system after receiving client agreement.
 - Monitor to ensure effectiveness of in-home service scheduling.
 - Monitor and approve HCAs' vacation leave and ensure service coverage at all-time.
 - Respond to clients/HCAs' phone calls in regards to changes in service schedule.
 - Monitor EVV clock in and out to make sure service is provided as scheduled.
 - Monitor, verify, and modify HCAs' daily schedule on the EVV system as needed.
 - Document any discrepancy of HCA's schedule on the EVV system.

- Perform quality assurance:
 - Support LHM in making surprised monthly phone calls to Family HCAs.
 - Assign new cases to LHM and make sure service is initiated within the time limit
 - Schedule LHMs to conduct welcome visits to new clients within 48-52 hours of receiving client agreement.
 - Generate reports and track visits to ensure the required number of home visits and case notes are completed, the daily goals of visits are being done, and accurate reports are submitted within one week.
 - Review and track LHMs' quarterly conference reports with HCAs.
 - Conduct bi-weekly supervision with LHMs.
 - Perform necessary phone calls to mediate client/HCA matters which could potentially hamper services.
 - Ensure the team meets and exceeds the set team's program performance goals and prepare written monthly reports of team's progress in meeting the performance goals.

- Correspond with CCUs and MCOs for clients' related issues:
 - Inform and follow up with CCUs and MCOs in regards to clients' changes in physical, mental and social status, service interruption, and requests for changes in services.
 - Systematically obtain service authorization from MCOs.
 - Complete incident reports according to CCU/MCO requirements.
 - Resolves and follows up on IDOA/MCO's billing issues.
 - Supervise LHMs and conduct annual performance evaluations with the LHMs.
 - Generate INH payroll reports semi-monthly. Work with team members as well as Accounting Department to ensure report accuracy.
 - Maintains at least 24 hours of in-service training each year.
 - Participates in INH team meetings.
 - Carry out duties as assigned by the supervisor.
 - Enter all client efforts and case notes into CASL's Salesforce database system.
-

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:

- Associate Degree.
- Five years of working experiences in aging services.

Skills/Knowledge:

- Must be able to read, write, and speak English and Chinese (Cantonese, Mandarin or Toishanese).
- Must demonstrate strong interpersonal and communication skills.
- Must be experienced with various computer software programs.

- Must demonstrate knowledge and skills in working with seniors.
- Demonstrate skills in supervisory activities.
- Client-focused and customer service driven.
- Basic end-user level understanding and experience with Salesforce is a plus.

Physical Demands:

- Required occasionally to positioning and transferring clients weighting in excess of 100 pounds.
- Required to frequently sit, stand, bend, and walk for extended periods.

Environment and Scheduling:

- Work is performed during regular office hours, Monday through Friday, in the office or at a clients' home.
- Must be flexible and available to work after regular business hours 7 days a week to intervene in important client matters.

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.