

Position: Office Manager
Reports to: Program Director / Regional Manager
Classification: Non-exempt / Full-Time

GENERAL POSITION SUMMARY: Responsible for organizing and coordinating office administration and processes, in order to ensure organizational effectiveness, efficiency and safety. The Office Manager is responsible for developing intra-office communication protocols, streamlining office procedures, analyzing growth amongst client referrals, office staff supervision and task delegation.

ESSENTIAL FUNCTIONS

- Supervise designated service office operations to ensure compliance for all Home Care Services program policies, procedures and license requirements; establish and monitor service office staff work plans to ensure all delivery standards are met on a timely basis; implement changes as needed
- Perform designated human resource functions to maintain office personnel to include recruitment, interviewing, hiring, training, evaluation and separations.
- Manage service issues with clients, clients' families, caseworkers and employees
- Develop and promote community relations/home care services
- Develop, maintain and monitor service planning
- Assume responsibility of safety leadership regarding clients and employees
- Demonstrate management initiative
- Maintain confidentiality of all client, provider, budgetary, and business-related information; oversee HIPAA compliance for Home Care Services
- Keeps management informed by reviewing and analyzing special reports; summarizing information; identifying trends
- Is responsible for coaching, counseling and disciplining employees; planning, monitoring, and appraising job results for office staff
- Contributes to team effort by accomplishing related results as needed
- Must be able to fulfill all responsibilities of Direct Care Supervisor position when required
- Perform other duties as assigned

SPECIFIC JOB SKILLS

- Ability to read, write, and understand English
- Ability to provide leadership
- Ability to work independently
- Ability to communicate effectively in-person, on the telephone, in writing, and electronically
- Ability to respond calmly and appropriately to emergencies
- Ability to demonstrate effective public relations skills
- Proof of valid driver's license and the ability to travel using an insured personal vehicle
- Ability to demonstrate respect and sensitivity to the needs of individuals. Willing and able to relate to individuals from all ethnic, racial, religious, or socioeconomic backgrounds.

WORKING CONDITIONS

- The position requires physical effort as a part of the essential functions. Physical effort may involve: constant sitting, frequent driving, occasional standing, walking, seldom pushing/pulling, bending and twisting at the waist, bending at the knees, reaching above

HCS – Office Manager

shoulder, kneeling, squatting, climbing of stairs and crawling, and occasional lifting and carrying up to 25 pounds.

WORK HABITS

- Required work habits include regular attendance, punctuality, teamwork, initiative, flexibility, courtesy, and dependability.

EDUCATION AND/OR EXPERIENCE

- Bachelor's Degree or equivalent in social sciences or related field
- Two years home care or human service program experience
- Two years supervisory/administrative experience
- Knowledge of community based long term care agencies

CONTINGENCY OF EMPLOYMENT

- Acceptable criminal history background check
- Acceptable driving record

Employee Acknowledgment

I have received, reviewed and fully understand the job description of the Home Care Office Manager position. I acknowledge that it does not identify all tasks that may be expected, nor address the standards of performance that must be maintained for continuing employment. I further understand and agree that I am able and responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee's Signature _____

Date _____