

**Position:** Direct Care Supervisor  
**Reports to:** Office Manager / Regional Manager  
**Classification:** Non-exempt

**GENERAL POSITION SUMMARY:** Responsible for providing office and on-site supervision of home care service delivery to clients.

**ESSENTIAL FUNCTIONS**

- Promote, establish and sustain successful working relationships with clients & their families, care providers, case managers, contractors, and communities.
- Provide direct supervision of Home Care Providers. Duties include but are not limited to: recruitment and retention (including applicant interviews and recommending new hires), new employee orientations, training assessment and facilitation, performance evaluations, conflict resolution and corrective action, appropriate documentation and follow up
- Maintain successful service delivery to include: assessment of appropriate care provider to client assignments, service scheduling and monitoring, service issue resolution documentation and follow up, service verification, workplace safety, teaming decisions and assessment of training needs
- Assist with the on-call responsibility for the Service Office
- Maintain a working understanding and implementation of Agency mission, designated Home Care Services policies/procedures, and professional standards for service delivery
- Accountable for case note documentation that results in factual findings and recommendations for appropriate response
- Attend designated management meetings
- Complete appropriate "Clear Care" input and maintenance
- Fulfill annual targeted training
- Provide emergency critical client services as a substitute Home Care Provider
- Maintain confidentiality of all client, provider, applicant, budgetary, and business-related information
- Perform other job related duties as assigned.

**SPECIFIC JOB SKILLS**

- Proof of valid driver's license and the ability to travel using an insured personal vehicle
- Ability to read, write, speak and understand basic English
- Ability to provide leadership and effective supervision
- Ability to work independently and as a team member to support service delivery objectives
- Ability to listen and communicate effectively in-person, on the telephone, in writing, and electronically
- Ability to respond calmly and appropriately to all on-the-job situations including emergencies
- Ability to demonstrate high level of safety awareness
- 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, occasional standing, frequent walking, pushing/pulling, bending and twisting at the waist; occasional bending at the knees, driving, and reaching above shoulder; seldom kneeling, squatting, climbing of stairs and crawling; and occasional lifting and carrying up to 25 pounds.

**WORK HABITS**

- Required work habits include regular scheduled attendance, on-call responsibilities, punctuality, teamwork, initiative, flexibility, courtesy, dependability and professionalism.

**EDUCATION AND/OR EXPERIENCE**

- Must be at least 18 years of age with an Associate’s Degree or equivalent (verification required)
- Two years Home Care or customer service experience
- One year of general office experience
- Supervisory experience is highly desirable
- Bilingual preferred but not required(English/Spanish)

**CONTINGENCY OF EMPLOYMENT**

- Acceptable criminal history background check
  - Acceptable 3- year driving record
  - Additional Requirements: Applicant must be able to perform critical client tasks as a substitute Home Care Provider. Applicant is required to have or obtain one of the following:
    - Documented Certified Nursing Assistant (CNA), or other WA Dept. of Health approved certifications, licenses or training
- OR**
- Documented WA (Washington) employment as a long term care worker with a WA state licensed long term care provider during calendar year of 2011 or between January 1, 2012 and January 6, 2012, and completion of all WA State Department of Health certified training requirements for this noted time period. (Documentation may include pay stub and training certificates.)
- OR**
- Successfully complete required WA State Home Care Aide training that includes:
    - 75 hours of initial training within the first 120 days of employment, including 5 hours of Orientation and Safety training prior to serving first client;
    - Submit WA State Department of Health Home Care Aide certification application, examination application and obtain certification within 200 days of hire date.

**Employee Acknowledgment**

I have read and understand this job description and 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.

Employee’s Signature \_\_\_\_\_ Date \_\_\_\_\_