

Cass County Council on Aging

Job Description

Job Title: Care Services Team Leader

Job Summary: Under supervision of the Executive Director, carries out the duties of shaping all respite care and the adult day care program to meet the needs of adults in Cass County.

Nature and Scope of Job: This position provides planning, coordination and evaluation of the full range of both health and social services needed to ensure the optimal functioning of the clients. The Director will arrange for utilization of community resources in conjunction with the respite care programs. Close cooperation will be required between this position and the Director of Human Resources and Volunteer Services, and the Director of Development and Community Relations to achieve the department's goals. A key factor for this position will be maintaining high visibility in the community for the promotion of these programs.

Essential Job Functions:

A. Program Management:

1. Plans, directs and accomplishes the regular operations of the Adult Day Center, Community Living, Nutrition and the Life Enrichment programs and services. Maintains up-to-date client records as outlined by the policies and procedures.
2. Coordinates and maintains volunteer involvement with the program:
3. Works with the Director of Human Resources to recruit, train, supervise and evaluate volunteers.
4. Verifies mileage sheets for submission to accounting for reimbursement, if applicable.
5. Provides training for volunteers as outlined in the policies and procedures.
6. Coordinates and communicates with Food Service Director to ensure that all food related aspects of the program are handled according to established rules and policies and to provide feedback about the food product.
7. Supports interdisciplinary team by listening to concerns and suggestions and by providing follow-up and feedback in a timely manner.
8. Coaches and teaches staff how to communicate their needs as well as client's needs.
9. Follows HIPPA guidelines.
10. Leads and maintains multiple and varying types of support groups.
11. Coordinates with community organizations and agencies to ensure broad utilization of local resources in conjunction with programs for older adults.
12. Works with Director of Development and Community Relations toward high program visibility and maintenance of positive public relations, such as news releases, articles and presentations, etc.
13. Plans and schedules activities suited to the needs of the client and designed to encourage social interaction, physical exercise and the opportunity to interact with others in the same situation.
14. Conducts evaluations and seeks feedback from the clients and their caregivers about the activities and services provided.
15. Assists families with information and referral assistance.
16. Ensures agency and department policies, procedures, and guidelines, as well as local and state regulations, are met and followed by everyone in the department.
17. Establishes and maintains an effective liaison between Director of Community Living Supports and community living support staff on a regular basis regarding program issues in the home.
18. Participates in meetings to develop financial, personnel, risk management and team building skills.
19. Notifies administration when supplies are needed for the program.
20. Follows the agency's safety and health procedures to strive towards safe working practices on the job and in the client's home.

B. Nursing Support

1. Performs in-home assessment of prospective participants and reassessments as scheduled.

2. Takes responsibility for referral decisions for skilled care.
 3. Conducts home visits to current clients as needed.
 4. Promotes the wellness of clients, such as health education and related health screenings.
 5. Encourages clients and/or family members to assume responsibility for maintaining regular contact with their physician.
 6. Plans and conducts monthly Caregiver Support meetings.
- C. Supervision of Personnel:
1. Supervises all Care Services staff and volunteers.
 2. Coordinates necessary on-the-job training for volunteers (in conjunction with Director of Human Resources) and staff.
 3. Evaluates job performance of staff and volunteers.
 4. Works with Human Resources and ADS staff in the selection of new day services staff.
 5. Plans staff meetings within department.
 6. Assists in in-service training for staff and volunteers.
 7. Participates in staff, team meetings and other meetings as required by funding sources.
- D. Reporting:
1. Maintains and reports all required data for weekly, monthly and quarterly reporting as outlined in the policies and procedures.
- E. Financial:
1. Assists with the preparation of the department budget and monitors its activity throughout the fiscal year.
 2. Works with Director of Development and Community Relations to identify and develop grant applications for the department.
- F. Department Director Responsibilities:
1. Be a primary representative of the Council on Aging
 2. Be in the building to greet clients, caregivers, and potential clients interested in knowing more about the services we offer, except when other job responsibilities take you outside the building.
 3. Be available to work evening or weekend functions when needed.
 4. Be involved in at least one community organization.
 5. Speak to community groups when needed.
- G. Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Education: This position prefers a Bachelor's degree in health, human services

Experience: Three plus years of progressively more responsible experience in program coordination, human services, or gerontology. Previous administration preferred. Skills in communication, public relations, gerontology and staff supervision are required.

Other: Use of a car is necessary.

Certifications: Must maintain current Registered Nurse, CPR, First Aid and AED certifications.

Skills and Abilities:

1. Ability to relate well with people and to motivate staff & volunteers.
2. Must be able to tolerate frequent work interruptions, organize work and reset priorities in order to complete work in a timely manner.
3. Maturity; tolerance; patience and compassion.
4. Ability to work as part of a team with minimal supervision.
5. Flexibility in scheduling.
6. Sense of respect for clients and the ability to maintain client confidentiality.

7. Ability to organize work and complete assigned tasks.
8. Ability to handle routine computer functions such as, word processing, spreadsheets, data entry, etc.
9. Ability to communicate with clients, volunteers and staff.
10. Ability to exercise good judgment.
11. Ability to work under pressure in a fast-paced environment.
12. Ability to maintain calmness, patience and good sense of perspective under sometimes very difficult circumstances.
13. Possess basic knowledge of community resources as they relate to human services.
14. Ability to communicate both verbally and in writing.
15. Ability to perform basic accounting functions.

*The above statements are intended to describe the **general** nature and level of work being performed by individuals assigned to this position. They also reflect the minimum skills and experience levels associated with performing the essential job functions. They are not intended to be an exhaustive list of all duties, skills and responsibilities of personnel in this position. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as **general** guidelines that should be considered along job related selection or promotional criteria.*

Physical Requirements

- Ability to travel throughout the county.
- Ability to walk over uneven surfaces to access clients' homes.
- Ability to climb stairs to access clients' homes.
- Ability to provide physical assistance to clients and assist with walking, rising from chairs, and other physical assistance.
- Ability to stoop, kneel, and reach in order to assist clients.
- Ability to push clients in wheel chairs.
- Ability to enter and retrieve information from the computer.
- Ability to lift and carry activity supplies and other equipment up to 50 lbs.
- Ability to access office files.

Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.

Working Conditions:

- Works in office conditions and the adult day care center.
- Travels throughout the area to attend meetings and visit clients in their homes.
- Exposure to clients with various medical conditions.
- Exposure to homes of various states of cleanliness and hygiene.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____ Date: _____
 (Executive Director)

I attest that I have read, understand, and received a copy of this job description and am able to carry out the responsibilities as listed.

Employee Signature: _____ Date _____

FLSA Status: Salary, Exempt
 Professional II
 October 2021