



Job Description

POSITION TITLE	Caregiving Manager	REPORTS TO	Executive Director
JOB STATUS	Full-Time Exempt	LAST UPDATE	February, 2024

POSITION SUMMARY	<p>The Caregiving Manager is responsible for the management of the homecare and memory care programs. The Manager ensures high-quality services while maintaining safety standards and the mission of the Senior Connection. Additionally, this position is responsible for the recruitment of new clients, the retention of current clients, and the supervision and training of the caregiving team. The Caregiving Manager plays a crucial role in building the community's understanding of the Senior Connection's mission and the programs and services offered.</p>
ENTRY REQUIREMENTS	<ul style="list-style-type: none"> ▪ Must be 21 years or older ▪ Bachelor's Degree in a related field preferred or equivalent of 3-5 years' experience in the aged care industry ▪ CNA certification preferred or equivalent ▪ Supervision experience preferred ▪ Excellent computer skills and experience with standard business software. ▪ Must have strong interpersonal and human relations skills ▪ Ability to communicate effectively and maintain confidentiality ▪ Ability to respond to safety and emergency situations ▪ Demonstrated skills in planning, time management, flexibility, organization and independent work proficiency ▪ Ability to analyze problems and solve them using good judgment and resourcefulness ▪ Ability to attend trainings, meetings, and events as required even if scheduled outside normal working or regular scheduled hours ▪ Current driver's license and ability to drive to clients' home ▪ Current CPR certification or ability to become certified within the first 60 days
GENERAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Oversees and manages all aspects of the caregiving department, including client assessments, client care plans, implementation of policies and procedures, client account and record management ▪ Develops and implements client acquisition strategies to meet program goals and budget ▪ Manages quarterly and annual client satisfaction surveys ▪ Responds to concerns and conflict in a way that makes the client feel valued ▪ Meets Medicaid and Office on Aging provider standards and leads the audit process ▪ Promotes purposeful living and provides the freedom of independent decisions ▪ Supervises, schedules, and trains caregivers to ensure proper implementation of best caregiving practices and procedures ▪ Develops and leads memory care program ▪ Provides care to homecare and memory care clients ▪ Coordinates ongoing caregiver training and leads caregiver meetings
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists with Center events and promotes center programs and services ▪ Works productively and demonstrates responsible actions by consistently performing duties in a safe and conscientious manner within the agreed-upon timeframe

	<ul style="list-style-type: none">▪ Follows standards, policies and procedures; is reliable and consistently punctual; actively and appropriately participates in staff weekly meetings
WORKING CONDITIONS	<p>The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.</p> <ul style="list-style-type: none">▪ Ability to work in excess of a 40-hour week with irregular work hours▪ Visual and auditory ability to respond to critical incidents and physical ability to act swiftly in emergency situations▪ Ability to stand or sit while maintaining alertness for several hours at a time▪ Position may require reaching, bending, leaning, kneeling▪ Ability to speak concisely and effectively communicate, including answering the telephone using a computer▪ Must be able to lift, push, and pull up to 50 pounds, including set-up and take down of tables, chairs, and other event equipment▪ Ability to drive company vehicles