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**Manager of Home Care Services Job Description**

**Position Overview**

The Manager of Home Care Services is responsible for leading, planning, and overseeing the day-to-day operations of Home Care Services, aimed at enhancing the quality of life for our older adult community. This role includes alignment with strategic planning goals, program development, staff management, quality control, and financial oversight to ensure efficient and compassionate services for seniors. The position requires close coordination with health care professionals, families, caregivers, internal team members, and community partners. This role reports to the Sr. Director of Home Care and Aging Services.

**Responsibilities**

* Program Management
* Implement and oversee comprehensive home care programs tailored to the needs of older adults, ensuring compliance with state and federal regulations.
* Regularly assess and adjust service offerings to align with best practices, emerging trends, and client needs.
* Establish and monitor program performance metrics for service quality, client satisfaction, and program efficiency.
* Participate in licensing survey visits.
* Staff Management and Development
* Recruit, train and supervise home care staff, including caregivers. And administrative staff.
* Conduct regular performance reviews, offer constructive fee, and create professional development opportunities to build this skilled team. Foster a culture of respect, collaboration, and continuous improvement. In alignment with the agency’s strategic goals.
* Implement strategies to attract qualified team members.
* Hiring: Conduct interviews, background checks, and reference checks for new hires in compliance with all relevant regulatory agencies, including but not limited to state licensing requirements.
* Orientation: Ensure coordination of new hire orientation and shadow shifts for newly onboarding team members.
* Scheduling and Staffing
* Understand appropriate matches based on client specific needs and caregiver skill set.
* Create and provide training for staffing schedules to meet clients’ needs.
* Respond promptly to client requests and inform internal team members while adjusting coverage as needed.
* Ensure adequate coverage at all times.
* Supervision and Support:
* Ensure compliance with all state mandated regulations including but not limited to the Guardian system.
* Provide ongoing supervision, ensure training of electronic health record system, and provide support to care team members.
* Foster a positive work environment.
* Ensure implementation of structured quality assurance assessments with all care team members.
* Create verbiage for all departmental messaging in alignment with the agency’s core values.
* Quality Assurance:
* Review regular audit reports to ensure ongoing compliance through quality services.
* Maintain client confidentiality at all times.
* Financial Management
  + Oversee billing, reimbursement processes, and client billing communications to ensure timely and accurate financial management.
  + Maintain accurate billing and payroll rates in WellSky.
  + Reconcile billing and payroll weekly.
  + Monitor conversion rates and prepare monthly reports.

**Qualifications**

* Bachelor’s degree in related field strongly preferred.
* Three years of previous experience in homecare staffing required.
* Knowledge of state regulations and standards for homecare agencies required.
* Excellent verbal and written communication skills required.
* Ability to professionally manage competing priorities required.

Ability to manage team member

* Valid California Driver’s License and reliable transportation required.

**Salary and Benefits**: $96,000-$106,000 commensurate with experience.

* This position is full time.
* Salary is commensurate with qualifications and experience of the selected candidate.
* Benefits include medical, dental and vision care; company contributions to 403B retirement plan; generous paid time off, supportive colleagues; and a positive work environment in a spacious office.
* Jewish Family Services of Silicon Valley is an equal opportunity employer and values diversity at all levels of the organization. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.