

PATHWAYS FOR THE FUTURE INC
Db a Disability Partners
HOME CARE PARTNERS PROGRAM
Full-Time Non-Exempt
JOB DESCRIPTION

POSITION: HOME CARE PARTNERS Administrative Assistant

Disability Partners facilitates the Independent Living Philosophy for people with disabilities through a variety of programs and services. Pathways HOME CARE PARTNERS Home Care is dedicated to providing personal care services to people with disabilities to enhance their ability to remain independent in their chosen living environment. These services are provided and administered in the highest level of professionalism.

JOB SUMMARY:

This position requires the ability to multi-task in an accurate and timely manner with management and coworkers on a daily basis. The HOME CARE PARTNERS Administrative Assistant provides aid to HOME CARE PARTNERS Home Care staff as needs arise, answers incoming calls and greets visitors to the HOME CARE PARTNERS Office. Duties will encompass general clerical duties and data entry. Other duties include maintenance of consumer and aide database records, assist with orientation, monitor flow sheets and time sheets, and assists with scheduling as needed. The HOME CARE PARTNERS Administrative Assistant works as a team player to achieve the stated goals and objective of the Program.

JOB QUALIFICATIONS:

Education:

- Graduation from High School or successful completion of GED.
- Demonstrated ability to communicate effectively (verbal and written).
- Associates Degree or equivalent work experience in related field.

Experience:

- Strong clerical skills necessary.
- Experience and proficiency with Microsoft Office Suite Applications including Word and Excel.
- Experience working with persons with disabilities helpful. Familiarity with medical terminology helpful.
- Knowledge of Medicaid rules and regulations a plus.

Skills, Knowledge and Abilities:

- Takes oral and written instruction well.
- Works in a team responsibly.
- Demonstrates knowledge of appropriate communication skills with individuals of all ages.
- Accuracy with data input in all computer applications a must.
- Ability to meet deadlines in a timely and proficient manner required.
- Must be friendly and outgoing in consumer relations and cooperative in interactions with coworkers.

- Must have the ability to work under pressure in a fast paced work environment.

SUPERVISION OF POSTION: This position is supervised by the HOME CARE PARTNERS Registered Nurse Supervisor. When the HOME CARE PARTNERS Registered Nurse Supervisor is unavailable, this position will be supervised by the HOME CARE PARTNERS Coordinator/General Manager.

Positions supervised by this position: None

ESSENTIAL JOB FUNCTIONS:

A. Job Duties and Knowledge

- Answer incoming calls and greet and assist all visitors to the HOME CARE PARTNERS Department.
- Coordinate flow sheets with appropriate service program for billing.
- Review time sheet with appropriate service program for payroll processing.
- Monitor Flow Sheets and Time Sheets for coordinating data along with proper signatures. Assure Flow Sheet reflects services on Plan of Care. Contract aide to resolve any discrepancies.
- Department Filing
- Provide guidance to new employees in completing new hire paper work and assure all documentation is completed properly. Input new employee information into data system. Assemble new employee file per Document Order.
- Prepare documents for new Employee files, Orientation packages Consumer files and Admission packages.
- Complete requests for Verification of Employment, Unemployment and DSS.
- Assure all forms for daily field operations are available for aides.
- Grade In The Know Test and prepare quarterly meeting materials.
- Maintain consumer information in the proper computer programs.
- Prepare ID Badges for all HOME CARE PARTNERS staff as required.
- Maintain employee demographic information in Payroll data system as required.
- Work with all local agencies associated with home care services as required.
- Coordinate referrals with consumers, physicians, and HOME CARE PARTNERS nursing staff as required.
- Maintain aide's TB Test, CNA Registry, Exclusions and COVID logs.
- Represent HOME CARE PARTNERS Home Care at community events as requested.

B. Other Job Duties

- Assist in maintaining all consumer and employee files.
- Assist in audit and quality assurance procedures as requested.
- Assist in recording activities of employees and consumers relevant to satisfactory consumer care in proper narrative sources.
- Maintain Consumer confidentiality.
- Run errands as requested.
- Works as a team player to achieve the goals of all Pathways programs.

- Assist the HOME CARE PARTNERS Administrative Staff with clerical duties as requested.
- May be required to assist consumer in their home and is required to support or lift 60 pounds.
- Other duties as assigned.

Physical Requirements: Long periods of sedentary work and computer keyboarding are required. Occasionally lifting, (up to 20 pounds), stooping and reaching maybe required. This position will also require walking and getting up and down at times. Reasonable accommodations will be made for anyone with a disability hired for this position.

JOB PERFORMANCE:

- Demonstrates initiative and skills in planning and organizing work
- Demonstrates a desire to set and meet objectives and to find increasingly efficient ways to perform tasks.
- Completes work with accuracy and within program time frames
- Requires minimal supervision and is self-directed.
- Understands and appropriately applies the chain of command in relation to job position and supervision.
- Demonstrates cooperation with scheduling request to meet program needs.
- Recommends and/or supports changes to policies and procedures applicable to own job position
- Adheres to policies and procedures. Honors requests of management for interim rules.

COMMUNICATION SKILLS

- Demonstrates interpersonal understanding and utilizes effective communication skills.
- Considers effects of words and actions on others.
- Utilizes listening skills that indicate understanding and promotes accurate interpretation of others' concerns, motivations, and feelings.
- Works toward resolution of interpersonal conflicts as they arise.
- Follows appropriate phone etiquette.
- Develops cooperative and collaborative work efforts that generally benefit all involved parties.
- Demonstrates the initiative to meet the needs of the agency by assisting program staff and coworkers as time permits.

PERSONAL/PROFESSIONAL DEVELOPMENT

- Maintains current personnel file information and provides updated information to program staff in timely manner.
- Sets own developmental challenges and volunteers to learn.
- Adheres to program infection control and safety policies.
- Maintains stable performance and emotions when faced with opposition/pressure.

- Recognizes codependency issues and exercises caution in relationships to maintain objectivity.

ORGANIZATIONAL AWARENESS AND COMMITMENT'

- Presents self, ready for work at the scheduled time and remains at work until the completion of the scheduled shift or until released by the HOME CARE PARTNERS Scheduling Administrator designee. Follow departmental policy regarding time deviations.
- Releases or discusses consumer information only in accordance with the confidentiality policy or by permission of supervisor, consumer or designee.
- Is efficient and effectively uses time and supplies.

PERFORMANCE APPRAISAL:

The Home Care Partners Administrative Assistant's job performance is assessed after three months of employment (probationary period) and subsequently within 14 days of the anniversary date. Assessment will be based on job specific performance standards, agency wide performance standards and the policies and procedures of the HOME CARE PARTNERS Home Care and Pathways For The Future.

Job Description Acknowledgement

I have read and understand the Job Description for the HOME CARE PARTNERS Administrative Assistant and agree to fulfill the position's responsibilities to meet the defined standards as stated herein.

This organization is an equal opportunity provider and employer.

Employee Name (please print): _____

Employee: _____
Signature Date

HOME CARE PARTNERS Scheduling Coordinator

Signature Date