

Aster Aging, Inc.
Job Description: Home Care Program Coordinator

Overview: The Program Coordinator is responsible for assessment, direct service, care coordination, and promotion of the Home Care, within the scope of Aster's vision, mission and goals. The program empowers older and disabled adults to remain independent in their own homes through the provision of non-medical home care services and coordination with other agency services as needed. The position involves significant teamwork and collaboration with staff, organizations, and diverse community members.

Major Duties:

1. Provide team leadership to achieve outcome, service level, and operational goals for Home Care aligned with Aster's Strategic and Annual Plans and related funding contracts.
2. Respond to inquiries for Aster's In-Home Support Program. Conduct in-home participant assessments and intakes in keeping with eligibility and program guidelines.
3. Assign and schedule Home Care Aides to provide non-medical direct support services to clients, including Homemaking Service, Personal Care and Respite. Develop and maintain schedules for Home Care Aides providing services to clients. Verify staff attendance for service provision.
4. Directly provide Home Care services to new clients as needed until a Home Care Aide can be assigned. Provide fill in support as needed when a Home Care Aide is unavailable.
5. Ensure a safe environment and promote quality client care through adherence to policies, procedures and standards. Conduct supervisory visits to assess the quality of service provided by Home Care Aides. Provide opportunities for client feedback. Participate in case staffing as requested by funder.
6. Ensure that agency and funder policies, standards, and decisions are implemented and maintained in service provision. Maintain updated case records as per policies. Contact case managers as needed to obtain updated authorization. Maintain accurate service records, including computer data input and report compilation. Coordinate accounts receivable and private pay billing in conjunction with the Finance Department.
7. Work collaboratively with other Aster staff and departments to ensure that clients will have opportunities to receive a full continuum of services. Promote a positive public image for all agency services.
8. Maintain an organizational climate that attracts, motivates, supports, and retains high quality staff and volunteers who are committed to serving older adults. Provide supervision and training for Home Care Aides, Office Assistant and other staff and volunteers as assigned.
9. Other duties as needed and appropriately assigned.

Qualifications:

- Minimum of two years supervisory experience is required per funding contacts. One year of study at an accredited college in a related field may substitute for one year of experience.
- Professional experience working with older adults. Direct experience in non-medical home care is preferred.
- Effective interpersonal skills and ability to encourage teamwork. Ability to display professionalism and compassion in work with older adults. Multi-cultural sensitivity and ability to work effectively with diverse community members. Bi-lingual Spanish/English preferred but not required.
- Strong organizational skills. Ability to prioritize and manage multiple tasks.
- Demonstrated effective computer skills, including proficiency in reporting spreadsheets and databases.

Requirements:

- Certification or ability to become certified in Arizona Direct Care Workers Training within 90 days.
- Certification or ability to become certified in CPR, first aid and home accident prevention within 90 days.
- Ability to lift 25 lbs. and to transfer client with assistance of equipment such as gait belt. Knowledge of proper lifting techniques.
- Ability to obtain Level 1 Fingerprint Clearance Card and compliance with Aster's background check policies.
- Reliable transportation to use in the performance of work and possession of valid AZ driver's license and vehicle liability insurance.

Responsible to: Program Operations Director

Status/ Hours: Full-time position. Primarily weekday office hours, with evening and weekend work required at times.

Primary Work Site: Mesa Downtown Senior Center. Position will require travel to homes of clients.

Equal Opportunity Employer



**Job Opening Announcement
June 2021**

Home Care Coordinator

This position is based in Mesa, Arizona

Aster Aging empowers and supports older adults and their families to remain independent and engaged in our communities. Our non-profit organization provides a full continuum of service, with core programs that include: Center-Based Services, Meals on Wheels, In-Home Support, Outreach / Social Services, and Contracted Programs. Our vision is to be a leader in providing direct services and mobilizing resources that support the changing needs of our older adult population.

We are currently recruiting for an important full-time Home Care Coordinator position. The Home Care program empowers older and disabled adults to remain independent in their own homes through the provision of non-medical home care services and coordination with other agency services as needed. The Coordinator is responsible for assessment, direct service, care coordination, and promotion of the Home Care program. The position involves significant teamwork and collaboration with staff, staff supervision, organizations, and diverse community members.

Full-time (40 hours / week) position
Competitive salary and benefits package

Qualifications include a minimum of two years' supervisory experience. One year of study at an accredited college in a related field may substitute for one year of experience. Professional experience working with older adults. Direct experience in non-medical home care is preferred. Strong organizational skills and the ability to prioritize and manage multiple tasks. Requirements include: an Arizona driver's license, reliable vehicle to use in the performance of the job, and compliance with Aster's background checks.

This position includes physical capability requirements. Please refer to the job description for additional information.

Please refer to the Job Description for additional information and requirements

Interested applicants are encouraged to submit their resumes to:

Human Resources
Aster Aging, Inc.
45 West University Drive, Mesa, Arizona 85201
Phone: 480-964-9014, Fax: 480-898-7306, hr@asteraz.org
www.asteraz.org

Position is considered open until filled.

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