



Job Description

Position: Home Care Coordinator

Department: Department of Aging Services

Reports to: Social Services Manager

Last Updated: October 2024

Position Summary:

Under the direction of the Social Services Manager, this position is responsible for the administration, coordination and service delivery of the Senior In-Home Care Program. This position identifies, evaluates, plans and coordinates individualized care and services for older adults in their homes. The Home Care Coordinator works with an interdisciplinary team to coordinate care, identify and refer clients to appropriate resources, and provide supervision to Home Care Assistants. This position communicates and builds relationships with community organizations and medical facilities to promote the Home Care Program.

Responsibilities:

- Understands and follows requirements of the Home Care Program per the administrative code of the Illinois Department of Public Health licensure for a Home Services Agency.
- Completes in-home assessment and identifies individual needs of older adults.
- Recruits, onboards, trains, coordinates schedules, and directs Home Care Assistants.
- Provides direct care (including, but not limited to, feeding, bathing, dressing, and personal hygiene) at least 50% of scheduled hours.
- Serves as fill-in for Home Care Assistants as needed.
- Conducts supervisory home care visits as required by State license.
- Conducts intake of home care inquiry contacts and provides referrals as necessary.
- Provides training and supervision to Friendly Visitor and Friendly Caller volunteers.
- Communicates and performs outreach with external community organizations to provide internal/external referrals and to learn about eligible client programs and services.
- Assists with budget oversight, grant reporting, and other financial tasks as required.
- Attends regularly scheduled meetings including home care team meeting, division meeting, and interdepartmental wrap meeting.
- Adheres to privacy, confidentiality, and HIPAA requirements.
- Performs other duties, as assigned, within scope of practice.

Other Job Functions:

- Performs all other duties assigned by the Social Services Manager.

Supervisory Responsibilities:

- Provides direction and schedule coordination for Home Care Assistants and volunteers.

Required Knowledge, Skills, and Abilities:

- Reliable, trustworthy, and compassionate.
- Excellent organization, time management, and communication skills.
- Ability to read, write, hear and communicate fluently in English, proficiency in additional languages a plus.
- Reliable transportation, valid driver's license required.
- Ability to work evenings and/or weekends, as needed.
- Ability to pass pre-employment background checks including criminal history and motor vehicle.

Education, Experience, and Computer Skills:

- High School Diploma or equivalent, Associate's Degree in related field preferred.
- Previous home care or caregiver experience preferred.
- Customer service experience preferred.
- Previous experience working with older adult population preferred.
- Must complete minimum educational requirements per state regulation and law within thirty days of hire.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with reasonable accommodations.

- Must be able to sit, walk, stand, use fingers in a repetitive motion, twist and turn for long periods of time
- The position may require moderate lifting, pulling, pushing and carrying up to 50 pounds

Environmental Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with reasonable accommodations.

- This position is primarily executed indoors. However, it may require contact with outdoor weather when traveling to client homes or attending special events.
- This position requires occasional contact with extreme heat, cold, wet, and/or humid conditions.
- Contact with low noise levels common in an indoor working environment. Moderate noise levels may be experienced during certain activities.
- This position entails exposure to diverse home conditions when providing services within a client's home environment including, but not limited to, pets, smoke, dust, and other common allergens.