

ABILITY CONNECTION TEXAS (A.C.T.)

Job Description

Job Title: HCS/TXHML Attendant Supervisor

Department: HCS Programs

Reports To: Director, HCS Programs

SUMMARY

The HCS/TXHML Attendant Supervisor is responsible for ensuring attendant and respite coverage for the SHL and TXHML clients as defined in their IP. This includes guaranteeing that staff is available to provide consistent coverage and includes interviewing, hiring, and supervising attendants. These responsibilities include coordination of Attendant schedules and maintaining Attendant files, documents, correspondence; and preparing biweekly payroll and billing.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Recruit and screen Attendant applicants; coordinate all Attendant orientation with Program Coordinator and introductory meeting with the client family.
2. Maintain and review IP hours biweekly for accuracy and forward to HCS AA for client notification letters.
3. Gather and review mileage logs from Attendants for quality assurance; cross-reference with SDLs to ensure accuracy.
4. Review monthly list of expirations and forward to HCS AA for Attendant notification and compliance.
5. Review and prepare all HCS and TXHML biweekly payroll documents for processing; review and prepare all Contract Respite hours for submission of hours for payment. Forward SDLs to HCS AA for each program.
6. Gather and review all Contract Nursing agency invoices and all necessary documentation required and submit to billing for payment. Coordinate with client and agency to secure appropriate nursing scheduling.
7. Return cell phone messages ASAP, but within 30 minutes for non-emergencies, and will document the conversation in the progress notes. Return all other phone calls within 24 hours.
8. Respond appropriately to all client crisis and report to Director, HCS Programs immediately. Follow the HCSA Principles for Evidentiary Certification.
9. Participates in scheduled department meetings. All required training is current. Demonstrates knowledge and use of all learned training information.
10. Participate in Team Gatherings, in-services, committees and other related activities as needed. Assist other departments with special projects. Interact with all team members in a positive and motivational fashion supporting the agency's mission. Conduct all business activities in a professional and ethical manner.
11. Regular attendance is to be maintained.
12. Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

All HCS and TXHML Attendants; may delegate assignments (file, fax, correspondence, etc.) to HCS AA as needed.

QUALIFICATIONS

To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

Minimum: A high school diploma or GED equivalent, with a minimum of two years full-time human services and administrative experience. The employee must be able to interact and work cooperatively with clients and their families, department heads and other professional staff. Must have excellent communications skills, be assertive, diplomatic and exercise appropriateness in the area confidentiality. Exceptional decision-making and organizational skills and attention to detail are a must.

LANGUAGE SKILLS

Ability to read, analyze, and interpret social work materials, professional journals, technical procedures, or governmental regulations; ability to write reports and business correspondence; ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual a plus.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variable in situation where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to handle all situations in a professional manner, and if needed, request assistance from the Director, HCS Programs on how to handle.

CERTIFICATES, LICENSES, REGISTRATIONS

Required: Current Driver’s License, Auto Liability Insurance, TB test results, CPR training, HS Diploma/GED or three (3) written reference letters explaining qualifications required to work with the disabled.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk to hear. The employee must be physically able to provide attendant care when required, including lifting 25 pounds. Must be a licensed driver, maintain Texas driver’s liability insurance, and have reliable transportation. Specific vision abilities required by this job include close vision and ability to adjust focus.

WORK ENVIRONMENT

The noise level in the work environment is usually moderate. The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have reviewed this job description and understand it:

Employee _____

Date _____

Human Resources _____

Date _____