

Personal Care Attendant (PCA) Supervisor

Job Title:	Personal Care Attendant (PCA) Supervisor
FLSA Classification:	Non-Exempt
Department:	Administration
Supervisor:	Director of Home Care

Job Summary

Under the direction of the Director of Home Care, the Personal Care Attendant (PCA) Supervisor is responsible for providing leadership, supervision and direction to the group of PCA's that provide ADL/IADL services at the homes of Innovative Integrated Health members.

Job Description

Roles and responsibilities include, but are not limited to the following:

- Collaborates with the Director of Home Care to create and modify discipline specific and quality standards for care, ensuring that standards bear alignment with best practices, PACE policies and procedures, and CMS guidelines.
- Visits participant homes to evaluate PCA performance, while providing training and guidance to PCAs. .
- Assists Home Care Manager to develop and facilitate PCA orientation
- Collaborates with interdisciplinary team (IDT) to create a total plan of care for PACE participants
- Assists with the creation of measurable PCA care plan goals and documents interventions and evaluation outcomes.
- Participates as PCA representative at Care Planning meetings and at IDT meetings when participant's PCA or other caregivers are not able to attend.
- Maintains communication with PTP's family and caregivers to ensure that PTP needs are acknowledged and reported accurately to the IDT.
- Submits PCA appraisal and service delivery reports to Home Care Manager and to GIS vendor, while assisting with expedient corrective action and or referrals.
- Assists with the requisition and placement of PCAs for participants
- Takes calls from GIS Healthcare and Home Care Assistant when PCA schedule changes occur and works to coordinate alternative coverage as needed.
- Promotes community based health action.
- Collaborates with all departments to make decisions appropriate to support the mission of Central Valley Medical Services/Innovative Integrated Health.

- Maintains knowledge of PACE policies and procedures and adherence with federal and state regulatory requirements that govern the PACE organizational operations and the licensed adult day healthcare center
- Promotes a positive culture of accountability in meeting established agency goals of providing quality participant care through appropriate utilization of staff.
- Maintain confidentiality regarding participant, staff, contractor, and organizational information.

Job Specific Duties

- Able to demonstrate strong organizational and supervisory skills
- Strong verbal, written, and presentation skills
- Ability to perform and prioritize multiple functions and tasks
- Ability to deal with ongoing change
- Performs monthly, quarterly and annual evaluations of Personal Care Attendants, including on-site visits for observation and evaluation of care delivery
- Promotes inter-agency and intra-agency communication to assure appropriate participant care
- Enforces Homecare services in compliance with Innovative Integrated Health philosophy, policies and procedures; in accordance with Federal and State licensing laws and regulations
- Maintains current knowledge through attendance at in-services and continuing education programs
- Assists in the implementation and oversight of Innovative Integrated Health Homecare performance improvement plan
- Maintains respectful and professional conduct in the participant's home and at PACE site
- Follows and abides by Innovative Integrated Health policies and produces as established
- Perform PCA duties as needed or assigned

Non-Essential Job Functions

- Attend and participate in staff meetings, in-services, projects, and committees as assigned.
- Adhere to and support the center's policies, practices, and procedures.
- Accept assigned duties in a cooperative manner; and perform all other related duties as assigned.
- Be flexible when work schedule is altered to address participant needs.
- May require use of personal vehicle and engage in local travel. Valid driver's license and proof of automobile insurance required.

Working Conditions and Physical Demands

The working conditions and 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.

- Ability to access all areas of the center throughout the workday.

- Ability to lift up to 35 pounds occasionally, 15 pounds frequently, and 7 pounds constantly; required to obtain assistance of another qualified employee when attempting to lift or transfer objects over 25 pounds.
- Requires constant hand grasp and finger dexterity; frequent sitting, standing, walking and repetitive leg and arm movements, occasional bending, reaching forward and overhead; squatting and kneeling.
- Ability to communicate verbally with an excellent comprehension of the English language.
- Work is generally performed in an indoor, well-lighted, well-ventilated, heated, and air-conditioned environment.

Experience

- Minimum of one (1) year of documented experience working with a frail or elderly population.

Knowledge, Skills, and Abilities

- Excellent planning and supervision abilities.
- Ability to work effectively and harmoniously with staff, elderly, public and private agencies, governmental officials, providers of services, and peers.
- Energetic, well organized, dependable, flexible, and resourceful.
- Effective oral and written communication skills.
- Working knowledge of Microsoft Office Applications: Word, Excel and PowerPoint.

Education and Certification

- High School Graduate or completion of a GED program
- Associates Degree preferred
- CPR certification
- Is medically cleared for communicable diseases and has all immunizations up-to-date before engaging in direct participant contact

Core Values

- **Respect** at the core of our interactions.
- **Honesty and Integrity** with every endeavor
- **Patient – Centered** care aligned with participant values, beliefs, and preferences.
- **Encouragement** that motivates and empowers others to be the best they can be.
- **Quality Care** that is efficient, transformative and innovative.

Acknowledgment

I have read the above job description and fully understand the requirements set forth therein. I meet all the requirements of this position, and I can perform all essential functions of the job with or without reasonable accommodations. I agree to abide by the requirements set forth in this document.

I understand the contents of this job description are presented as a matter of information only and as guidance as to the expectations of Innovative Integrated Health (IIH) for this position. This job description is not intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time or for any specific type of work. Furthermore, IIH reserves the right to interpret, amend, modify, or cancel or withdraw any or all sections or provisions of this job description at any time with or without notice.

I understand that employment at IIH is “at will”, meaning that employment is for no definite period of time and may be terminated by me or IIH at any time and for any reason.

Employee Print Name

Employee Signature

Date

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.