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| **JOB DESCRIPTION** | | | | | |
| **JOB TITLE** | LEAD CAREGIVER | | | **pAYROLL JOB CODE** | 100 – DIRECT CARE |
| **LOCATION** | FIELD | | | **credentials** | CNA or GNA or CMT |
| **Department** | DIRECT CARE | | | **REPORTS TO** | AGENCY DIRECTOR |
| **fsla sTATUS** | NONEXEMPT | **STARTING PTO LEVEL** | 1 | **EMPLOYMENT CLASS** | FT |

**Summary**

The Lead Caregiver is a full-time position responsible for ensuring excellence of care and client/staff satisfaction. This is accomplished through coaching and mentoring of the caregiving team, conducting client/staff satisfaction and service recovery visits, and by providing assistance to clients, in their home, as directed by the client specific care plan. The Lead Caregiver exemplifies the delivery of services in a courteous and efficient manner with the goal of achieving maximum independence for the client and providing a safe alternative to institutional care settings. The Lead Caregiver performs administrative tasks on behalf of the agency administrative team with a focus on client experience and satisfaction.

**Essential Job Duties AND Responsibilities**

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| Provides coaching and mentoring to caregiver team in the home and in orientation settings. |
| Assists agency administrative team in conducting client satisfaction and service recovery visits. |
| Functions as a resource to meet the needs of complex clients. |
| Works a varying schedule to support agency administrative staff and insure client needs are met. Fills unstaffed client shifts as directed. |
| Performs administrative functions including but not limited to: client binder delivery, delivery of forms, and client complaint investigations using each client interaction as an opportunity to insure client satisfaction. |
| Supports the agency goal of reduced turnover and improved staff satisfaction by assisting in orientation and providing mentorship to direct care staff. |
| Assists clients with Activities of Daily Living (ADLs) or Instrumental Activities of Daily Living (IADLs) as instructed by the Nurse Case Manager and the client specific care plan. |
| Activities of Daily Living may include, but are not limited to, bathing and personal hygiene, assistance with dressing and grooming, eating, mobility, and toileting. |
| Instrumental Activities of Daily Living may include, but are not limited to, meal preparation and planning, light housekeeping, errands, accompaniment to appointments, and assistance with communication such as the use of the telephone. |
| ***Medication administration may not be performed by anyone other than an appropriately licensed individual (i.e. CMT) and only with the appropriate supervision and delegation of a Registered Nurse.*** |
| Takes an active role on the interdisciplinary team and participates in the development of client care plan. |
| Promptly reports any observed or discovered changes in client condition to appropriate agency staff. |
| Maintains client safety at all times. |
| Performs duties as instructed and with a focus on proper technique to minimize risk of personal injury. |
| Communicates with agency staff any change in schedule, client request, or complaint. |
| Submits all appropriate documentation in accordance with agency policy and appropriate regulations. |
| Maintains accurate timekeeping in accordance with agency policy and applicable regulations. |

| **Professional Requirements:** |
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| Adheres to dress code, appearance is neat and clean. |
| Completes annual education requirements. |
| Maintains regulatory requirements. |
| Maintains patient confidentiality at all times. |
| Reports to work on time and as scheduled, completes work within designated time. |
| Wears identification while on duty, uses time system correctly. |
| Completes in-services and returns in a timely fashion. |
| Attends staff meeting, annual review, and department in-services, as scheduled. |
| Represents the agency in a positive and professional manner. |
| Actively participates in performance improvement and continuous quality improvement (CQI) activities. |
| Complies with all agency policies regarding ethical business practices. |
| Communicates the mission, ethics and goals of the agency. |

**REGULATORY REQUIREMENTS:**

* Certification and experience:
* Certified Nursing Assistant, Geriatric Nursing Assistant, or Certified Medication Technician obtained by:
* Completion of an approved course.
* Certified by the applicable State Department of Health.
* On-the-job instruction relative to specific patient needs and continuing in-service training, so that patient safety may be assured and the personal care and homemaking needs of the patient are adequately met.
* Valid state driver’s license and reliable automobile, current automobile insurance and be willing to operate personal car necessitated by nature of job.
* Current health certificate/physical examination and TB testing.
* Current CPR and First Aide card from an agency approved instructor.

**LANGUAGE SKILLS:**

* Able to communicate effectively in English, both verbally and in writing.
* Additional languages preferred.

**OTHER SKILLS:**

* Emotional and mental maturity.
* Good verbal and written communication skills.

**KEY COMPETENCIES**

**Compassion**: Genuinely cares about people; is concerned about their work and non-work problems; is available and ready to help; is sympathetic to the plight of others not as fortunate; demonstrates real empathy with the joys and pains of others.

**Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

**Integrity and Trust:** Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn’t misrepresent him/herself for personal gain.

**Listening:** Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.

**Informing:** Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit and/or organization; provides individuals information so that they can make accurate decisions; is timely with information.

**Drive for Results:** Can be counted on to exceed quality goals successfully; constantly and consistently achieves the highest possible outcomes; steadfastly pushes self and others for results.

**PHYSICAL CAPABILITIES**

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| **Physical Requirements** | Medium work **–** Exerting up to 50 lbs. of force occasionally or up to 20 lbs. of force frequently, or up to 10 lbs. of force constantly to move objects; including the human body. |
| **Visual Acuity:** | Arm's reach visual acuity **–** Worker is required to have visual acuity to perform activities such as operating machines (i.e. lathes, drill presses, power saws & mills) where the seeing job is at or within arm’s reach; performing mechanical or skilled trades tasks of a non-repetitive nature (i.e. ones by carpenters, technicians, service people, plumbers, painters, mechanics, etc.)  Close visual acuity **–** Worker is required to have close visual acuity to perform activities such as preparing & analyzing data & figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts or operation of machines (including inspection); using measurement devices; or assembly or fabrication of parts at distances close to the eyes.  General observations visual acuity **–** Worker is required to have visual acuity to determine the accuracy, neatness & thoroughness of the work assigned (i.e., custodial, food services, general labor, etc.) or to make general observations of facilities or structures (i.e., security guard, inspection, etc.)  Motor vehicle visual acuity **–** Worker is required to have visual acuity to operate motor vehicles or heavy equipment. |
| **Physical Activities:** | Balancing **–** Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or moving surfaces. This factor exceeds the amount & kind of balancing required for ordinary locomotion & maintenance of body equilibrium.  Crouching **–** Bending the body downward & forward by bending leg & spine.  Feeling **–** Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.  Fingering **–** Picking, pinching, typing or otherwise working, primarily with fingers rather than with whole hand or arm as in handling.  Grasping **–** Applying pressure to an object with the fingers and palm.  Hearing **–** Perceiving the nature of sounds at normal speaking levels with/without correction, & having the ability to receive detailed information through oral communication, & making fine discriminations in sound.  Kneeling **–** Bending legs at knee to come to a rest on knee or knees.  Lifting **–** Raising or moving objects/patients from a lower to higher position or horizontally from position to-position. This factor is important if it occurs to a considerable degree & requires the substantial use of the upper extremities & back muscles.  Pulling **–** Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.  Pushing **–** Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.  Reaching **–** Extending hands or arms in any direction.  Repetitive motions **–** Making substantial movements/motions of the wrists, hands, or fingers.  Standing **–** Remaining upright on the feet, particularly for sustained periods of time.  Stooping **–** Bending body downward & forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities & back muscles.  Talking **–** Expressing or exchanging ideas by means of the spoken word; those activities where detailed or important spoken instructions must be conveyed to other workers accurately, loudly, or quickly.  Walking - Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another. |
| **Physical Conditions** | Exposed to Inside conditions **–** Subject to inside environmental conditions; protected from weather conditions, but not necessarily from indoor temperature changes.  Required to wear a respirator **–** Worker maybe required to wear a respirator.  Exposure to infectious disease **–** Subject to infectious diseases including blood & other potentially infectious body fluids & tissues.  Work around mental health patients – Worker maybe required to function around mental health patients.  Not exposed to adverse conditions **–** Worker is not substantially exposed to adverse environmental conditions (as in typical office or administrative work). |

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| **Acknowledgement** | | |
| I have read the above job description and fully understand the requirements set forth. I understand the agency reserves the right to revise and/or changes job duties, tasks, work hours/shifts, and work requirements at any time. I have noted below any job duties that I am not able to perform, with or without accommodation. I have also noted any accommodations that are required to enable me to perform these duties.  Comments:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| Employee Print Name: | Employee Signature: | Date: |
| Supervisor Print Name: | Supervisor Signature: | Date: |