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| **JOB DESCRIPTION** | | | | | |
| **JOB TITLE** | REGIONAL MANAGER | | | **pAYROLL JOB CODE** |  |
| **LOCATION** | AGENCY OFFICE | | | **credentials** | NONE REQUIRED |
| **Department** | ADMINISTRATION | | | **REPORTS TO** | EXECUTIVE DIRECTOR |
| **fsla sTATUS** | NONEXEMPT | **STARTING PTO LEVEL** | 2 | **EMPLOYMENT CLASS** | FULL TIME |

**Summary**

The Regional Manager is responsible for overseeing the agency’s operations in a prescribed area, including client and caregiver interactions, compliance, and regulatory agency interactions. This position is responsible for ensuring excellent communication among all staff so that the agency is able to deliver an excellent experience for the agency’s clients and caregivers. The Regional Manager constantly reviews operations reports to ensure compliance with all regulations, authorizations, and documentation requirements. The Regional Manager is accountable for the growth of the agency in the prescribed area.

**Essential Job Duties AND Responsibilities**

* Coordinate and monitor the workings of agency’s operations department.
* Establish regional agency priorities, supervise staff, set goals, delegate tasks, and establish accountabilities for the region. Monitor and evaluate performance and make corrections as needed.
* Drives team for high levels of quality and efficiency as well as client and caregiver satisfaction.
* Improves systems, processes, and policies in support of the agency’s mission. Support better management reporting, process efficiency, information flow and management, business process and organizational planning.
* Contribute to short and long-term organizational planning and strategy as a member of the management team.
* Directs outreach goals, activities, and results.
* Manages the onboarding of new clients to ensure the agency’s prospects are tracked and admitted in a timely and compliant fashion. Ensures agency maintains high levels of communication and satisfaction with the agency’s prospects.
* Responsible for overseeing the maintenance of all prospective clients, clients, and caregiver data in the agency’s enterprise software and that all changes are made on a timely basis. Requires staff to archive all supporting documentation in enterprise software pursuant to company policies and regulations.
* Regularly audits for errors, inefficiencies, out-of-compliance items, and employment eligibility issues and addresses deficiencies.
* Fosters excellent communication, collaboration, and teamwork among the departments, especially between Client Liaisons and Caregiver Relations staff.
* Directs periodic caregiver satisfaction surveys and advises agency management on recommended improvements.
* Directs periodic client satisfaction surveys and advises agency management on recommended improvements.
* Leads resolution efforts for client and caregiver complaints and concerns for the agency.
* Maintains positive relationships between agency and community to ensure continued growth.
* Promotes agency among existing and potential referral sources to drive business development efforts aligning with agency’s regional and overall goals.

| **Professional Requirements:** |
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| * Adheres to dress code, appearance is neat and clean. |
| * Collaborates well with other agency staff. |
| * Follows company policy and regulatory requirements. |
| * Maintains client confidentiality at all times. |
| * Wears identification while on duty, uses time system correctly. |
| * Completes in-services and returns in a timely fashion. |
| * Attends staff meetings regularly, reads and returns all monthly staff meeting minutes. |
| * 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. |

**LANGUAGE SKILLS:**

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

**OTHER SKILLS:**

* Thorough knowledge and understanding of the functions of and regulations affecting the agency.
* Demonstrated teamwork capabilities with the ability to relate well to staff and other professionals.
* Ability to plan, coordinate, collaborate and advocate for agency clients.
* Comprehensive knowledge the state and federal guidelines and regulations governing agency.

**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.

**Composure**: Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn’t show frustration when resisted or blocked; is a settling influence in a crisis.

**Customer Focus**: Is dedicated to meeting the expectations and requirements of caregivers; gets first-hand caregiver 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. Works to identify and address the needs of the community.

**Decision Quality**: Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.

**Directing Others**: Is good at establishing clear directions; sets stretching objectives; distributes the workload appropriately; lays out work in a well-planned and organized manner; maintains two-way dialogue with others on work and results; brings out the best in people; is a clear communicator.

**Drive for Results**: Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.

**Functional/Technical Skills**: Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.

**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.

**Managerial Courage**: Doesn’t hold back anything that needs to be said; provides current, direct, complete, and “actionable” positive and corrective feedback to others; lets people know where they stand; faces up to people problems on any person or situation (not including direct reports) quickly and directly; is not afraid to take negative action when necessary.

**Organizational Agility**: Knowledge about how organizations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices and procedures; understands the cultures of organizations.

**Priority Setting**: Spends his/her time and the time of others on what’s important; quickly zeros in on the critical few and puts the trivial aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

**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.  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: |