



Eternity of Hope

ALTERNATE DIRECTOR JOB DESCRIPTION

Position: Alternate Agency Director

Department: Administration

Reports To: Agency Director

Job Summary:

In the absence of the Director, the Alternate Director of Eternity of Hope serves a critical leadership role, responsible for overseeing the agency's overall management, compliance, and strategic direction.

He or she has the authority to make decisions related to day-to-day operations, staffing, client care, and resource allocation within the limits of agency policies. Major decisions, such as changes to the agency's mission, vision, or strategic goals, shall require consultation with the Director and governing body.

He or she reports directly to the Director and, in the absence of the Director, serves as a key liaison between the governing body, staff, clients, and external stakeholders.

Key Responsibilities:

- Ensuring the delivery of high-quality and client-centered care services.
- Addressing quality improvement issues and member complaints promptly and effectively.
- Conducting ongoing client satisfaction activities.
- Assuring that the numbers and qualifications of personnel available to provide services are sufficient to meet the needs of the clients.
- Recruiting, hiring, training, and supervising qualified staff members.
- At least annually, organizing a comprehensive evaluation of the agency's total operation.
- Monitoring and evaluating the effectiveness of Eternity of Hope's program.
- Completing the coordination and referral form(s) and filing them in the clients' records.
- Developing and implementing written policies governing the acceptance of clients and client services.
- Organizing the evaluation of the agency's client records - it shall be carried out every 90 days.
- Developing strategic and short-term plans for companions, sitters, and respite care for organizational development.
- Assuring all records are readily available to the appropriate personnel and the Department.
- Communicating the agency's mission, vision, and strategic goals.
- Ensuring compliance with all relevant federal, state, and local regulations governing home care agencies.



- Overseeing financial management, including budgeting, financial reporting, and fiscal accountability.
- Fostering a positive and inclusive work culture that promotes teamwork, professional growth, and client-centered care.
- Maintaining open communication channels with staff, clients, families, and external stakeholders.
- Regularly communicating updates, changes, and expectations to all relevant parties.
- Identifying and mitigating risks associated with agency operations.
- Developing and implementing emergency preparedness and risk management plans.
- Fostering a culture of continuous improvement and encouraging staff to identify and implement best practices.

Qualifications:

The alternate agency director shall be a high school graduate or be certified under the G.E.D. Program, and shall meet one or more of the following qualifications:

- Shall be a health care practitioner who is licensed, certified, or registered to engage in the practice of medicine, nursing, dentistry, pharmacy, or any related occupation involving the direct provision of health care to patients, as defined in G.S. 90-640(a); or
- Shall have one year of experience in home care, companion, sitter, or respite services, or any other provider licensed pursuant to G.S. 131E or G.S. 122C.

Additional Requirements:

Strong leadership, communication, and organizational skills.

Physical Requirements:

The Alternate Director may be required to perform some light physical activities as needed for the role, such as walking, sitting, and standing.

Working Conditions:

This position primarily operates in an office environment, but occasional travel to client homes or off-site meetings may be required.

Disclaimer:

The above job description is not an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with this position. It may be subject to modification to meet agency needs.