



## **Eternity of Hope**

### **SERVICE SUPERVISOR JOB DESCRIPTION**

**Position:** Service Supervisor

**Department:** Service Provision

**Reports To:** Agency Director

#### **Job Summary:**

The Service Supervisor shall be responsible for supervising each type of home care service offered by Eternity of Hope, either directly or by contract. This individual may also serve as the Agency Director.

He or she has the authority to make decisions related to client care and the delivery of services. Major decisions shall require consultation with the Agency Director. He or she reports directly to the Agency Director and serves as a key liaison between the management, staff, clients, and external stakeholders.

#### **Key Responsibilities:**

- Must be continuously available for supervision during the hours that services are provided.
- Conducting the initial assessment of new clients.
- Developing the Plan of Care for new clients and updates.
- Conducting supervisory visits as per agency policies.
- Managing companions, sitters/ respite care workers
- Verifying competencies of Companion/Sitters by return demonstration of skills and documenting that they are competent to perform all client care tasks or activities to which they are assigned.
- Onboarding caregivers.
- Conducting quarterly case reviews.
- Documenting each supervisory visit.
- Ensuring that the caregivers are adhering to job descriptions/assigned tasks.
- Promoting customer satisfaction.
- Responding to incoming service inquiries.
- Developing and maintaining an in-service training schedule.
- Managing employees' schedules and assigning shifts.
- Managing call-outs and hiring tasks.
- Providing staff performance evaluations as appropriate.
- Ensuring appropriate staffing levels.
- Participating in quality evaluation and improvement activities.
- 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.
- Communicating the agency's mission, vision, and strategic goals.
- Ensuring compliance with all relevant federal, state, and local regulations governing home care agencies.
- 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.
- Fostering a culture of continuous improvement, encouraging staff to identify and implement best practices.

**Preferred Qualifications for Companion/Sitter Supervisor:**

**The 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 Supervisor will be required to perform physical activities as needed for the role, such as walking, sitting, bending, and standing.

**Working Conditions:**

This position operates in an office environment and also travels to work in clients' residences when required.