

CHORE SUPERVISOR I

Positions in this class function as supervisors of chore workers who provide home management and personal care services to primarily elderly and disabled clients to enable them to remain in their own home. Employees are primarily responsible for assigning the work, training the providers, and monitoring the quality of service. Employees may also spend a small portion of their time working directly with the elderly, disabled, and/or families with dependent children providing training in household management, personal care, and community living skills.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees provide feedback to the supervisor on the availability of workers to meet the referral load and on the quality of work being provided. Employees also give information to each client's social worker/case manager about changes in client's condition and suggests changes in the service plan.

Organizing and Directing - Employees assess client's chore service needs from the social workers referral; establish a plan pertaining to chore services with the social worker; and assign the chore worker to meet specific client needs based on the services and amount of time required. Schedules are set up based on the extent of client needs and remain the same until the service plan is changed. Employees may fill in when the chore worker is absent or change other worker's assignments.

Budgeting - Employees are not involved in this process.

Training - Employees provide on-the-job training through accompanying chore workers on home visits, providing instruction, and demonstrating tasks. Employees observe the workers while providing services to clients and give immediate feedback and corrections. Employees assist in formal training classes for chore workers in personal care and home management techniques.

Setting Work Standards - Employees monitor the tasks performed by chore workers periodically to ascertain that the terms of the contract are being met and that the service is of good quality. If there are problems, will meet with Supervisor to make changes in service plan or contract.

Reviewing Work - Employees make regular home visits to observe conditions and see that the work is done and make contact by telephone with the clients to review the quality of the chore provider's work; independently handle problems related to the chore service between the chore worker and client, making appropriate changes in the worker's assignments as necessary; decide when to take the problem to the Supervisor or the client's social worker/case manager.

Counseling, and Disciplining - Employees counsel chore workers regarding their performance and responsibilities; serious discipline problems are referred to the Supervisor.

Performing Other Personnel Functions - Employees conduct performance evaluations of chore workers; may make referrals and recommendations in the hiring and firing process.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Employees supervise chore workers who provide basic needs in home management and personal care tasks to primarily elderly and disabled clients. Focus of supervisory responsibilities is on operational as opposed to managerial issues. Basic program objectives are stable and subject to limited change. Local policies and program adaptations may vary.

Variety of Work Supervised - Clients served have a wide range of type and degrees of illnesses and disabilities. Employees must possess the requisite skills needed to teach and train subordinate staff in appropriate client care techniques.

Number of Employees Responsible For - 40 to 80.

III. EXTENT OF SUPERVISION RECEIVED: Daily written reports are made to supervisor, with formal meetings held weekly. Employees meet frequently with social workers regarding cases.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: Employees supervise chore workers who are out in varying clients' homes in the community working daily.

V. JOB REQUIREMENTS:

Knowledges, Skills, and Abilities - Working knowledge of the social, economic, and environmental conditions of populations served; considerable knowledge of household management tasks and personal care functions and ability to teach them to others; working knowledge of and ability to enlist the aid of available community resources. Skill in reading, writing, and arithmetic computations; in appraising needs and exercising good judgment, in decision-making; in establishing rapport with clients; in communicating effectively in oral and written form. Ability to supervise.

Minimum Education and Experience - Demonstrated possession of knowledges, skills and abilities as gained through at least one year of experience as a direct caregiver such as: Community social services assistant, community health assistant, practical nurse, hospital attendant, cottage parent, chore worker, group home manager, substance abuse worker, or other experience related to home management or personal care of ill and/or disabled persons.

Administering the Class - College coursework may be substituted for experience if the major is related to home economics nutrition, social work, nursing or other human service fields.