

CHORE SUPERVISOR II

Positions in this class function as managers of chore programs which provide home management and personal care services to primarily elderly and disabled clients to enable them to remain in their own home. Employees are involved with program planning, developing plans of care, formalizing contracts, monitoring workloads, projecting program needs, recruiting and training chore workers, evaluating performance, implementing new techniques, and disciplinary actions with staff. Work is distinguished from the Chore Supervisor I class by having, greater managerial responsibilities. Employees assist in informing the public about the Chore Program by showing slides and giving talks to civic groups and community agencies. Employees report to Social Workers or Social Work Supervisors who also have responsibilities for other services and programs.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning- Employees recommend program goals, priorities, and improvements to supervisors; employees plan workloads, make case assignments, and adjust caseloads; work activities and priorities are carried out independently and usually reviewed after completion.

Organizing and Directing - Employees assess clients' chore service needs from the Social Worker's referral, develop plans of care with the case manager, negotiate hours, formalize contracts, monitor changes in care, serve as liaison between clients and social workers. Employees rearrange schedules of chore workers as needed to meet changing client needs and Workers' ability to perform tasks or fit time schedule.

Budgeting - Employees monitor various funding sources for the program and operate within established budget; provide input to supervisor regarding program and staff needs; monitor and approve chore provider payrolls.

Training - Employees determine training needs and provide on-the-job training through accompanying chore workers on home visits, providing instruction, and demonstrating tasks; employees observe the worker while providing services to clients and give immediate feedback and corrections. Employees are responsible for portions of the formal training sessions for chore workers in personal care and home management techniques.

Setting Work Standards - Employees monitor the tasks performed by chore workers to ascertain that the terms of the contract are being met and that the service is of good quality. Changes in the chore worker care plan and contracts may be made with after-the fact approval by the social worker/case manager.

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 workers 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; may dismiss worker or confer with supervisor depending on nature or problem.

Performing Other Personnel Functions - Employees interview and select chore workers, conduct orientation and training, conduct performance evaluations, and maintain personnel files for chore worker staff.

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. Supervisory responsibilities focus on operational as well as 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 types and degrees of illnesses and disabilities. Employees must possess the requisite skills needed to teach, train and manage subordinate staff in the delivery of appropriate client care techniques and services.

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 population served; considerable knowledge of household tasks, home management, 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 judgement in decision-making; in establishing rapport with clients; in communicating effectively in oral and written form. Ability to organize, direct and supervise the activities of a group of employees.

Minimum Education and Experience - Graduation from high school and demonstrated possession of knowledges, skills, and abilities as gained through at least three years of experience as a direct caregiver such as: chore supervisor, community social services assistant or technician, community health assistant or technician, practical nurse, hospital attendant, cottage parent, group home manager, substance abuse worker, or other experience related to home management or personal care of ill and/or disabled persons, preferably including one year of administrative, supervisory, managerial, or lead responsibilities in such a capacity.

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