

Quality Personal Home Care Services



POSITION: Office Manager-Part-Time

REPORTS TO: CEO/Care Manager/Board of Directors

JOB SUMMARY:

The **Office Manager** will perform various office management and supervisory activities for the agency. The office manager is also responsible for promoting sales and creating a positive identity for the company through activities for marketing and employee performance. The person in this position ensures that all referrals are received and processed in an accurate, detailed manner. He/she supervises and implements appropriate scheduling for the caregivers, clients, and other duties and responsibilities as needed.

EDUCATIONAL REQUIREMENTS:

- Has college degree in Business Administration or related field is preferred.
- Has 2-3 years of experience in managing home health care office.
- Has experience in scheduling and coordinating employees and staff.
- Has supervisory and management experience in office setting.
- Has working knowledge of Microsoft Office and computer skills.
- Has excellent interpersonal relations abilities and excellent telephone skills.
- Has experience and thorough understanding of Medicaid and Waiver Services, long-term care insurance, VA, personnel management, and accounts.
- Has the ability to make independent decisions as needed.
- Must be able to deal tactfully with clients and family, caregivers, other staff, clients, family members, visitors, government agencies, and the public.
- Must be willing to seek out new methods and principles.
- Has organizational skills and ability to work independently.
- Has people skills and the ability to network with people and other agencies.
- Has excellent organizational and time management skills.

ESSENTIAL FUNCTIONS:

- Advocates for the vision, mission, and values of this agency in the community.
- Serves as liaison between employees and administrative staff.
- Maximizes efficiency and cost effectiveness in daily activities.
- Schedules, supervises, and coordinates day to day activities of the office.
- Participates in developing annual budget and sales goals.
- Coordinates sales activities with all office staff to assure appropriate follow-up.
- Receives and responds to referrals and service inquiries about the agency.
- Responds promptly to all calls from clients, employees, and others.
- Maintains accurate documentation of employee records and requirements.
- Communicates continually with employees and clients to evaluate service.
- Assists with recruiting, orientation, training, and disciplinary actions, etc.
- Interviews and screens all applicants for available positions.
- Assists with sales, marketing, and public relations efforts.

Quality Personal Home Care Services



- Assists with processing employee timesheets and payroll data.
- Services and institutes contractual agreements with clients.
- Communicates information on competitive strategy to agency office staff.
- Protects all company records and property.
- Participates in educational opportunities in home health care.
- Represents the agency at community functions and professional organizations.
- Performs other duties as needed to ensure day-to-day operation.

ACKNOWLEDGEMENT:

I have read and fully understand the terms of this Job Description. I agree to comply with the terms, conditions, and responsibilities stated above.

Employee Name

Position

Employee Signature

Date

Supervisor Signature

Date

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of employees.