



North Shore Area Partners is a 501(c)(3) nonprofit organization with the mission of supporting the independence of seniors living in their own homes. We serve an area that includes Beaver Bay, Silver Bay, Little Marais, Finland and Isabella in Lake County, Minnesota. We coordinate volunteers to provide services such as transportation to medical appointments, friendly visiting and companionship, housekeeping and chores, grocery shopping and meals-on-wheels delivery. Our staff provides care coordination, referrals, education, social opportunities, caregiver support, and in-home care.

HOME CARE COORDINATOR

This position is responsible for the development and implementation of home care services for North Shore Area Partners. The Home Care Coordinator plays a key role on the North Shore Area Partners professional team, carrying primary responsibility for home care assessments and home health aide supervision while ensuring regulatory compliance and quality of care. This person works closely with clients, families, and staff to meet the needs of both clients and caregivers. The position has constant client and staff interface and involves frequently adapting to new situations as they arise. It requires both interpersonal and administrative skills, and must be someone who is self-motivated, reliable, highly-organized, and who possesses a passion for working with older adults and their families.

Responsibilities & Duties:

- Assess home care needs of elderly individuals; identify and develop specific plans of care.
- Perform initial and ongoing in-home evaluations and supervision to ensure that quality service is provided to meet client needs.
- Orient and train direct care staff according to program needs and regulatory requirements.
- Coordinate and supervise direct care staff; assign and monitor work schedules; evaluate direct care staff performance.
- Communicate with clients, family members, direct care staff and other professionals involved in the care of the client; respond to multiple inquiries daily dealing with client and staff questions.
- Provide specific care and referrals to clients within the scope of current licensing.
- Maintain, monitor, and verify accurate home care records, including service documentation, attendance/payroll, medical records, and billing; ensure confidentiality and HIPAA compliance.
- Understand and adhere to established North Shore Area Partners policies and procedures; develop or adapt new policies and procedures as necessary for licensing requirements.
- Assess program service systems, make recommendations, and offer solutions to revise or modify systems to better meet organizational and participant needs.
- Ensure suspected maltreatment reports are filed and reported as legally mandated.
- Participate in North Shore Area Partners programs and staff meetings as requested.
- Other duties as assigned.

Essential Skills & Qualifications:

- Demonstrated ability to manage multiple tasks and stay organized while providing acute attention to detail.
- Exemplary time management skills, capable of prioritizing tasks and thinking ahead.
- Assertive in decision making, and creative in problem solving.
- Demonstrated ability to effectively manage staff and maintain cooperative working relationships.
- Strong client focus, customer service, and caregiving skills.
- Excellent communication skills, both verbal and written.
- Advanced ability to use Microsoft Office, Outlook and Excel.
- Must be a licensed and insured driver, willing to travel throughout service area.
- Must have relevant social work or nursing experience working with older adults.

Other Details:

- Up to 40 hours/week (30 hours regularly scheduled and additional evening/weekend time as necessary to fulfill responsibilities).
- \$20-25/hour based on skills and experience.
- Paid holiday, vacation and sick leave, accrued based on hours worked.
- Matching voluntary retirement plan and health care stipend for qualified employees.