



Home and Community Based Services (HCBS) Manager Job Description

Northwoods Caregivers is seeking an efficient, dedicated program manager to join our team and maximize our impact as an organization. The program manager will be responsible for managing all aspects of our Homemaking, Respite, and First City Supervised visitation programs. Their duties will consist of managing various administrative tasks, record keeping, marketing, staff and volunteer recruitment, management, and training, as well as networking.

About us

Connecting, Enriching, and Empowering the Lives of Northwoods Individuals and Families is the mission of Northwoods Caregivers. This mission defines all of the services we provide to our clients and their families.

At Northwoods Caregivers, our dedicated team comprises individuals from diverse backgrounds, united in their commitment to work closely with clients and their families. We offer essential services, including respite care, homemaking, home health, transportation, shopping assistance, caregiver coaching and supervised visitation services among others.

Objectives of this role

- Monitor and manage every part of the HCBS programs
- Keep accurate records for all aspects of these programs
- Create and disseminate marketing materials in conjunction with other staff to promote the HCBS programs and recruit staff
- Ensure that the programs under their management are up to and exceeding all standards and practices
- Maintain a current understanding of all related funding, regulations, and best practices for the provision of HCBS services
- Act as a liaison between the community at large and between staff, caregivers, and carereceivers.

Responsibilities

- Oversee daily administrative duties for all HCBS programs

- Recruit, hire, train, and manage homemaking, respite and supervised visitation staff and develop creative retention incentives
- Foster a positive, collaborative work environment
- Keep accurate, timely records for all aspects of these programs
- Obtain consistent training on how to use all relative databases and online programs for record keeping and sharing of data
- Obtain all knowledge necessary to understand how to manage the supervised visitation program in accordance with regulations and best practices
- Maintain consistent communication with the Executive Director

Skills and qualifications

- Minimum Associates Degree with a preference for a Bachelor's Degree in Social Work, Psychology, Management, or a related field/ or at least 5 years of experience in managing a program in human services or a related field.
- Demonstrated experience in program management
- Excellent verbal and written communication skills
- Ability to prioritize and complete tasks in a timely manner, good at multitasking
- Proficient in basic use of a computer, including data entry
- Experience and willing to learn about working with the elderly, those living with a disability, and families involved in the court system.
- Sincere desire to serve, with respect for various expressions of faith and cultures in the community
- Ability to manage and train staff and volunteers
- Human service background preferred

Time Commitment

- 35-40 hours a week with flexible hours that include some evenings and occasional weekends. Some travel may be required.

Salary and Benefits

- This position is paid on an hourly wage that will be based on qualifications range is \$28 to \$35 per hour. Travel expenses are reimbursed at the Federal Rate.
- Benefits include Aflac options; the position comes with Vision and Accident policies with the ability to add on other coverages for a fee.
- \$75 per month cell phone expense reimbursement
- Some flexibility in your schedule
- Generous Vacation, Holiday, Sick and Personal Days

Closing Date: September 15th. Please send resume and cover letter to Cindi Lee Jernigan at Northwoods Caregivers 616 America Ave #110 Bemidji, MN 56601