

NORTHWOODS CAREGIVERS

JOB DESCRIPTION: RN HCBS HOME CARE COORDINATOR

ACCOUNTABLE TO: Executive Director/Management Team

GOALS:

The RN HCBS Home Care Coordinator is responsible to the Management team and provides nursing oversight, coordination, and support for Home and Community-Based Services (HCBS) programs. The RN HCBS Home Care Coordinator assists with administrative, program, and clinical functions with an emphasis on ensuring safe, effective, and person-centered services for individuals receiving care through Northwoods Caregivers.

This position is responsible for coordinating client services, supporting caregivers, maintaining compliance with applicable regulations, and promoting quality care through assessment, communication, documentation, and collaboration with clients, families, and healthcare professionals. This person must display a positive work attitude and be able to work as a team to get things done.

RESPONSIBILITIES:

CLIENT ASSESSMENT, SERVICE PLANNING, AND CARE COORDINATION:

- Completes initial, face-to-face comprehensive assessment of prospective and new clients and develops a proposed service plan. The assessment must be completed within five (5) days of initiation of services and prior to the initiation of any delegated nursing tasks.
- Completes assessments that identify the client's medical needs, functional abilities, safety concerns, preferences, strengths, risks, support systems, and desired outcomes.
- Develops, reviews, and implements service plans with all new clients receiving services through Northwoods Caregivers.
- Ensures individualized service plans reflect the client's needs, preferences, choices, goals, and required interventions.
- Reviews and revises service plans as needed due to changes in client needs and at a minimum of once every twelve (12) months.

- Reviews any needed changes to the service plan with the client and/or the client's representative.
- Assures clients have up-to-date care plans that address their needs and preferences, including interventions to address areas of vulnerability and individualized medication management, treatment, or therapy management plans.
- Reassesses the client and modifies the service plan when necessary whenever the client experiences a fall or other incident, whenever there is a significant change in the client's condition, or when the client or client representative requests a change in services.
- Monitors and reassesses clients no more than fourteen (14) days after initiation of services.
- Thereafter, monitors and reassesses clients as needed based on changes in client needs, with monitoring and reassessment not exceeding ninety (90) days from the date of the previous monitoring/reassessment.
- Communicates with clients and client representatives regarding changes in client needs and identifies as early as possible when client needs are likely to exceed the services Northwoods Caregivers can safely provide.
- Communicates concerns regarding service limitations both verbally and in writing and assists clients in obtaining additional services or resources when needed.
- Promotes person-centered care that supports client dignity, independence, privacy, safety, and individual choice.

HOME CARE SERVICES AND HCBS COORDINATION:

- Coordinates and oversees the delivery of Home and Community-Based Services to ensure services are provided according to the client's individualized service plan, authorized services, and regulatory requirements.
- Creates service schedules and assignments for licensed and unlicensed staff while considering client needs, staff qualifications, availability, and continuity of care.
- Assists staff with daily responsibilities and provides direction and support as needed to ensure client needs are met.
- Monitors service delivery to ensure scheduled services are completed and documentation accurately reflects services provided.

- Facilitates coordination of client home care services with other providers, including hospice, physicians, therapists, case managers, care coordinators, hospitals, nursing facilities, and community resources.
- Coordinates transitions between levels of care, including hospital admissions, nursing facility placements, hospice involvement, and return-to-home services.
- Works collaboratively with all members of the client's care team to promote communication and continuity of care.
- Monitors changes in client conditions and determines when additional assessment, intervention, or modification of services is needed.
- Ensures services remain appropriate and safe based on client condition, staffing capabilities, and agency resources.

CLIENT EDUCATION, SAFETY, AND ADVOCACY:

- Provides education to clients and client representatives regarding advance directives, medications, safety of side rails or assistive devices, potential hazards in the home, infection prevention, emergency planning, and other relevant health information.
- Educates clients and caregivers regarding health conditions, treatment plans, medication routines, and safe care practices.
- Identifies safety risks in the client's home environment and recommends interventions to promote safety.
- Uses appropriate communication techniques, including validation and diversion activities, when working with clients experiencing dementia or cognitive impairment.
- Advocates for client needs and ensures client concerns are addressed appropriately.

CLIENT CONCERNS, COMPLAINTS, AND INCIDENT FOLLOW-UP:

- Addresses client and family concerns or complaints to the extent possible and follows up with appropriate staff to resolve issues.
- Documents complaints and reports complaints to the Executive Director.
- Assists the management team in investigating complaints regarding agency services submitted by clients, client representatives, or others.

- Assists in identifying corrective actions and steps needed to address complaints and improve services.
- Assists the management team in investigating and reporting incidents of suspected client maltreatment.
- Assists with required reporting of findings to the Common Entry Point and appropriate agency leadership.
- Participates in follow-up activities to ensure concerns are addressed and corrective actions are implemented.

CLINICAL DOCUMENTATION, RECORD MANAGEMENT, AND COMPLIANCE:

- Monitors and maintains each client's clinical chart and clinical progress notes.
- Assures documentation of client services, assessments, care plans, physician orders, medication records, staff communications, and other required records are properly completed, maintained, and filed.
- Completes all required paperwork in a timely, accurate, and legible manner.
- Reviews client records regularly to ensure documentation meets agency standards, client needs, and applicable regulatory requirements.
- Conducts periodic client chart audits to ensure documentation accuracy, completeness, compliance, and quality.
- Coordinates with the Management team regarding storage, organization, security, and retention of client records.
- Completes and closes client charts upon discharge or death according to agency procedures and regulatory requirements.
- Maintains confidentiality of client information according to HIPAA requirements and agency policies.
- Ensures records are available and organized for regulatory review, audits, and state licensure surveys.
- Assures documentation supports the services provided and demonstrates compliance with client service plans and applicable HCBS requirements.

PHYSICIAN ORDERS, MEDICATION MANAGEMENT, AND DELEGATED NURSING SERVICES:

- Communicates with physicians and other healthcare personnel, including case managers and care coordinators, regarding changes in client needs, conditions, medications, treatments, or services.
- For any client receiving assistance with medications, the RN is responsible for medication management services identified in the individualized service plan.
- Provides medication management oversight including medication setup, medication ordering, coordination with pharmacies and providers, and necessary follow-up with physicians regarding medications and medical conditions.
- Assures all physician orders are signed and implemented on a timely basis consistent with the client's needs and condition.
- Assures proper systems, policies, and procedures are developed and implemented by licensed and unlicensed staff regarding the storage, setup, administration, and disposal of medications.
- Ensures systems are maintained to safely manage and control controlled medications.
- Assures client medication records are current and accurate.
- Reviews medication records regularly for consistency with medication orders and agency documentation requirements.
- Ensures medication administration procedures are followed appropriately.
- Investigates medication errors, identifies contributing factors, communicates concerns with involved staff, and implements corrective action plans as needed.
- Documents medication disposal according to agency procedures and the client's individualized medication management plan.
- Directly oversees delegated nursing services provided by LPNs and unlicensed staff.
- Ensures delegated nursing tasks are performed according to established procedures, client-specific instructions, and regulatory requirements.

STAFF SUPERVISION, TRAINING, AND DEVELOPMENT:

- Provides direct supervision of new licensed and unlicensed staff within thirty (30) days of the date the staff person begins work.
- Provides ongoing direct supervision according to a schedule consistent with staff experience, performance, client needs, and regulatory requirements.
- Directly supervises LPNs' and unlicensed staff's performance of delegated nursing services.
- Conducts evaluation of staff performance related to delegated nursing services in coordination with the Home Care Director through appropriate documentation and consistent with agency personnel policies for performance reviews.
- Provides coaching, guidance, and feedback to staff to promote safe, effective, and compassionate client care.
- Retrains or disciplines staff in coordination with the home care management team as needed for non-compliance with job performance expectations, delegated nursing procedures, or agency policies and procedures.
- Works as a team player with all members of the client's care team.
- Works with management staff to orient new employees to the organization's policies, procedures, expectations, and standards.
- Provides all new unlicensed home care staff with training required by home care regulations and training related to all delegated nursing tasks the staff will perform.
- Determines staff competency to provide delegated nursing tasks according to procedures established for each individual client.
- Ensures each staff member has the knowledge, skills, and competency necessary to safely provide client care.
- Develops and assures that all staff receive at least eight (8) hours of in-service training on required topics for every twelve (12) months of employment.
- Develops and maintains a system to track training, competencies, delegated tasks, and continuing education requirements for all unlicensed staff.
- Provides continuing education opportunities and documents training to assure compliance with state, federal, and local regulations.

- Assures each home care staff person is oriented to the individual needs of each client the person will serve.
- Ensures staff clearly understand and follow all client care procedures.
- Ensures changes to the plan of care are communicated to staff and understood before implementation.

STAFF COMMUNICATION, LEADERSHIP, AND WORK ENVIRONMENT:

- Communicates information staff need to know within the client record and through appropriate agency communication systems.
- Reviews staff communications, including written communication, voicemail, and other messages, in a timely manner each work day.
- Promotes a positive, respectful, and team-oriented work environment.
- Encourages collaboration, professionalism, accountability, and healthy communication among all employees.
- Promotes a positive team approach and supports a healthy work environment.
- Demonstrates flexibility and willingness to adapt to changes within the program as they occur to respond to client needs, regulatory changes, and community demands.
- Supports agency growth, improvement, and ongoing development of quality HCBS services.

INFECTION CONTROL, HEALTH REQUIREMENTS, AND SAFETY:

- Responsible for implementing the agency's infection control plan, universal precautions, and TB prevention plan.
- Ensures TB screening of home care staff and required vaccinations are completed and documented according to agency policies and regulations.
- Promotes infection prevention practices among all employees providing client care.
- Observes all agency safety requirements.
- Reports equipment that is not functioning properly.

- Reports all work-related injuries immediately according to agency policies and procedures.
- Promotes safe work practices and identifies potential hazards affecting clients or employees.

QUALITY ASSURANCE, REGULATORY COMPLIANCE, AND SURVEY RESPONSIBILITIES:

- Assures compliance with applicable state, federal, and local regulations governing home care and HCBS services.
- Maintains knowledge of home care regulations and ensures agency practices remain compliant.
- Participates in quality assurance activities and continuous improvement initiatives.
- Assists with state licensure surveys and is available to provide requested documentation, information, and support during regulatory reviews.
- Ensures agency policies and procedures are followed by licensed and unlicensed staff.
- Identifies opportunities for improvement in service delivery, documentation, training, and client outcomes.
- Supports the management team with maintaining agency readiness for audits, inspections, and surveys.

ADMINISTRATIVE RESPONSIBILITIES AND PROGRAM SUPPORT:

- Assists the management team with administrative, operational, and program functions as needed.
- Supports the daily operations of Northwoods Caregivers' Home Care and HCBS programs.
- Assists with program planning, development, implementation, and evaluation of services.
- Provides leadership and support to ensure effective coordination of client services.

- Assists with maintaining systems necessary for compliance with agency policies, procedures, licensing requirements, and regulatory standards.
- Completes required administrative documentation, reports, and follow-up responsibilities in a timely and accurate manner.
- Maintains organized records related to client services, staff training, competency tracking, audits, quality improvement activities, and regulatory requirements.
- Assists with reviewing and updating agency procedures to ensure alignment with current regulations and best practices.
- Participates in agency meetings, planning activities, and quality improvement discussions.
- Supports communication between leadership, employees, clients, families, and community partners.
- Assists with identifying operational needs and implementing solutions that support safe and effective client care.

SERVICE SCHEDULING AND STAFF COORDINATION:

- Creates service schedules and assignments for licensed and unlicensed staff based on client needs, staff competency, availability, and continuity of care.
- Ensures staff assignments appropriately match client needs and required delegated nursing tasks.
- Assists staff with daily responsibilities and provides direction, problem-solving support, and guidance as needed.
- Monitors staffing needs and communicates concerns related to staffing coverage, client safety, or service delivery.
- Supports continuity of care by promoting consistent caregiver assignments whenever possible.
- Communicates changes in schedules, client needs, and care requirements to appropriate staff.
- Ensures staff understand changes to client service plans and expectations before providing care.

CLIENT RIGHTS, ADVOCACY, AND SERVICE TRANSITIONS:

- Supports and protects client rights, including dignity, privacy, independence, informed choice, and participation in planning their own care.
- Communicates with clients and client representatives regarding changes in needs, services, health status, or care expectations.
- Identifies early when client needs may exceed the services Northwoods Caregivers can safely provide.
- Communicates concerns regarding service limitations to clients and client representatives verbally and in writing.
- Assists clients and representatives in identifying and accessing additional services or resources when needed.
- Supports safe transitions between home care, hospital, hospice, nursing facility, and other care settings.
- Ensures appropriate communication occurs between all involved providers during transitions.

COMPLAINT MANAGEMENT AND INCIDENT RESPONSIBILITIES:

- Addresses client and family concerns or complaints to the extent possible and follows up with appropriate staff to resolve concerns.
- Documents complaints and reports complaints to the Management Team.
- Assists the Management team in investigating complaints regarding agency services submitted by clients, client representatives, employees, or other individuals.
- Identifies appropriate corrective actions and recommendations to prevent future concerns.
- Assists the Management team in investigating incidents of suspected client maltreatment.
- Assists with required reporting of suspected maltreatment findings to the Common Entry Point and appropriate agency leadership.

- Participates in follow-up activities related to incidents, complaints, and quality improvement efforts.
- Ensures required documentation related to complaints, incidents, and corrective actions is maintained.

❖ All responsibilities are in coordination with the management team

PROFESSIONAL EXPECTATIONS:

- Demonstrates professionalism, integrity, compassion, and respect in all interactions with clients, families, employees, and community partners.
 - Maintains appropriate professional boundaries with clients and representatives.
 - Demonstrates effective communication, leadership, problem-solving, and decision-making skills.
 - Maintains confidentiality of client and agency information.
 - Promotes a culture of respect, teamwork, accountability, and excellence.
 - Works collaboratively with all members of the healthcare team.
 - Maintains a positive attitude and supports the mission and values of Northwoods Caregivers.
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QUALIFICATIONS:

- Current Registered Nurse (RN) license in the State of Minnesota.
- Preferred to have at least two years of experience in home care, HCBS, long-term care, community-based services, or related healthcare settings preferred.
- Knowledge of person-centered care practices and service coordination.
- Working knowledge of the state requirements for the Comprehensive Home Care License and state and federal regulations.

- Ability to use computers and electronic records with ease.
 - Strong communication, organization, and problem-solving skills.
 - Ability to work independently while collaborating effectively with clients, families, and staff.
 - Ability to maintain confidentiality and professional boundaries.
 - Communicate effectively in English both verbally and in writing.
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SKILLS AND ABILITIES:

- Strong clinical judgment and assessment skills.
 - Excellent written and verbal communication skills.
 - Ability to prioritize multiple responsibilities and manage time effectively.
 - Ability to establish positive working relationships with clients, families, and employees.
 - Commitment to providing compassionate, respectful, and quality care.
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PHYSICAL REQUIREMENTS:

- Ability to travel to client homes and community locations as needed.
 - Ability to communicate effectively with clients, families, and staff.
 - Ability to utilize computer systems and electronic documentation programs.
 - Ability to perform duties requiring mobility and lifting up to 25 lbs along with interaction within various care environments.
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WORKING CONDITIONS:

The RN HCBS Home Care Coordinator will work in office, client home, and community-based settings. This position requires flexibility, professionalism,

confidentiality, and the ability to work with individuals receiving services, families, caregivers, and healthcare professionals.

ACCOUNTABILITY:

The RN HCBS Home Care Coordinator is accountable to the Management Team for ensuring quality HCBS services, effective care coordination, regulatory compliance, and support of Northwoods Caregivers' mission and goals.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____