



Guardianship Unit Supervisor
Job Description

Program: Guardianship

Reports to: Program Manager

Job Location: Rutherford Office

Position Status: Full-time Part-time

FLSA Classification: Exempt

Salary Range: \$54,752.00 - \$69,803.00

The Guardianship Unit Supervisor provides high level support to the Guardianship Specialist team. This role develops, assesses, facilitates, and monitors all components of assigned caseloads while supervising assigned care managers. Caseload will be reduced to accommodate these responsibilities. Services for assigned case load will have priority.

Essential Responsibilities:

- Train and orient new team members.
- Provide case consultation (to include crisis management) to team members as available.
- Provide back up support for case consultations involving medical procedures, code status changes, and final decision-making in lieu of Program Manager
- Using program processes to approve DNRs and Treatment Decision forms as applicable
- Monitor corrections and compliance with chart review process.
- Assist with caseload assignment of accepted referrals.
- Recommend program growth initiatives, increase efficiency, and address opportunities for improvement.
- Prepare, track, and complete reports for Contract Funders
- Participates as a backup support in on-call rotation
- Facilitate group discussions surrounding clients, resources, training, and department needs. Plan and/or conduct on-going training for Care Management
- Perform special projects as assigned

Care Management:

- Complete intake paperwork on eligible clients, including assessment with medical and cognitive impressions with assessment of indicators of abuse, neglect and exploitation.
- Establish and maintain client charts and electronic records.
- Establish, monitor, and revise client care plans.
- Make appropriate referrals for services needed to support client.
- Conduct monthly monitoring visits in the home, day habilitation or medical settings
- Provide guardianship services with continuing assessment of wards to ensure that our wards live in a safe environment, enjoying an optimal quality of life.
- May be required to provide caseload coverage for assigned Guardianship Specialist teams.
- Work in collaboration with estate services in the establishment of budgets, bank accounts, and other services required to manage finances and provide for basic needs.
- Perform special projects as assigned.

Supervision:

- Provide monthly supervision to assigned staff utilizing supervision tools necessary to document discussed feedback.

- Prepare and conduct performance evaluations and recommend compensation changes.
- Approve time off requests and bi-weekly timesheets of assigned staff.
- Collaborate with VP or Guardianship Program Manager to provide training and orientation of new team members.
- Participate in interview and selection process of new care management staff and/or interns.
- Co-lead program staffing meetings and/or group trainings.
- Provide monthly case load supervision with assigned Guardianship Specialists to monitor the establishment and implementation of service plans.
- Monitor corrections and compliance with chart review process.
- Provide first level case consultation to team members as available.
- Perform special projects as assigned.

Education and/or Work Experience:

- Associates Degree in Social Services or related field, 2+ years of Care Management experience in direct client services, case management and using resources for adults who are elderly, disabled, or victims of abuse, neglect or exploitation. Certified as a Texas Guardian. Basic Microsoft office suite skills
- One year experience supervising professional staff as a Team Leader, Manager, or Supervisor

- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service.
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.

Competencies:

- Ability to provide leadership, mentor staff, and supervise others.
- Ability to develop productive relationships with clients, other staff, external professionals, governmental agencies, residential, vocational, and medical service providers, and volunteers.
- Ability to work independently, organize work efficiently, prioritize changing needs of clients.
- Ability to learn and demonstrate knowledge of involved Court systems.
- Ability to qualify and maintain status as professional guardian and as a Texas Certified Guardian.
- Ability to perform assessments and make appropriate referrals.
- Ability to create and implement service plans.
- Ability to develop clients' budgets and maintain financial records according to standards.
- Ability to identify and recommend appropriate interventions.
- Knowledge of community services, resources, and entitlements and how to access them.
- Knowledge of Medicare and Medicaid, SSA, SSDI, SSI.
- Comfortable working with people of all backgrounds, including individuals with mental illness or developmental delays, with the ability to respect the dignity and strengths of each individual.
- Able to monitor effectively in a variety of environments.
- Comfortable working in medical facilities and with issues of death and dying.
- Ability to keep accurate and organized records.
- Ability to interact in a positive professional manner in person and on the phone.
- Ability to articulate clearly in both verbal and written communications.
- Ability to make constructive use of professional supervision.

Working Conditions/Physical Requirements:

- Work occurs in both office settings and off site, i.e., court, clients' homes, hospitals, psychiatric facilities, long term care facilities, etc. conducting duties related to guardianship services.
- Requires frequent home visits to clients.
- A significant amount of time is spent on the computer.
- Requires a significant amount of face to face interaction and phone contact with program staff, clients, volunteers, and outside professionals in regard to management of caseload.
- May occasionally involve physical tasks related to assistance to clients with care plan goals.
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Must be able to lift and carry up to 20 lbs.

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:**Employee Signature:****Date:**