

Home Instead

Registered Nurse – Home Care Supervisor
Full Time



DNS Enterprises, LTD d/b/a Home Instead

Home Instead's Mission

To enhance the lives of those around us

including our clients and their families, our CAREGivers, our support staff, our community partners, and the Berkshire community,
so that we can live out our potential and help others do the same.

Home Instead's Values

We fulfill our mission by living our Core Values:

- Build Trust
- Take the Lead
- Share Your Heart

What We Do

Home Instead provides personalized home care services to aging adults.

We relieve the burden of family caregiving, give piece of mind to family members, allowing them to be sons and daughters again.

We value our employees through support, training, growth opportunities, and fair compensation, equipping them to provide high quality care to Berkshire seniors.

Objective

The RN Home Care Supervisor will join us in strengthening Home Instead's reputation as Best in the Berkshires by living our mission: *enhancing the lives of those around us.*



Build Trust Take the Lead Share your Heart®

DNS Enterprises, LTD is an independently owned and operated Home Instead franchise office.

Primary Responsibilities	Competencies
<p>Provide support, supervision, recommendations and education to CAREGivers, clients and family members. You will be required to:</p> <ul style="list-style-type: none"> • Communicate with stakeholders via telephone, Zoom, Home Instead’s Home Care Tablet, and in person visits. • Counsel stakeholders regarding their concerns. • Provide feedback regarding your observations. • Provide recommendations on increased service hours when necessary. • Develop and maintain positive relationships with all clients and CAREGivers through phone calls, cards, and special events 	<p>Influencing Persuading Teamwork and collaboration Interpersonal communication Living Home Instead Strong clinical skills Holding people accountable Technological competence</p>
<p>Perform routine Quality Visits with clients in person or over the phone according to the QV frequency guidelines. You will be required to:</p> <ul style="list-style-type: none"> • Recognize and pursue opportunities to modify service plans to best support the ongoing needs of clients • Counsel clients and families on quality assurance concerns and recommendations • Counsel CAREGivers on quality assurance concerns after visiting clients • Enter and maintain accurate client and CAREGiver records, both electronic and paper • Work with other team members to coordinate various aspects of a client’s care 	<p>Influencing Persuading Teamwork and collaboration Interpersonal communication Living Home Instead Strong clinical skills Holding people accountable</p>
<p>Perform a Personal Care Assessment for new clients and when an existing client is returning home after a hospitalization or rehabilitation stay. You will be required to:</p> <ul style="list-style-type: none"> • meet with clients and family members in their home, hospital or rehabilitation setting to discuss their needs and provide solutions in the form of a service plan and schedule • assess the client’s functional capability, determining if they can bear 50% of their weight 	<p>Influencing Persuading Interpersonal communication Teamwork and collaboration Strong clinical skills Technological competence</p>

<ul style="list-style-type: none"> • help persuade clients and family of their care needs necessary to stay home safely • Update the plan of care in ClearCare • Counsel CAREGivers on the updated plan of care 	
<p>Manage Home Instead’s COVID Safety Program for CAREGivers and clients. You will be required to:</p> <ul style="list-style-type: none"> • Keep up to date with current COVID safety guidelines pertaining to home care. • Communicate with and counsel CAREGivers, clients and family members on concerns, exposure, travel and vaccination opportunities. • Manage supply and distribution of PPE. 	<p>Decisive judgement Strong clinical skills Interpersonal communication Organization Change readiness</p>
<p>Participate in Training Home Instead CAREGivers. You will be required to:</p> <ul style="list-style-type: none"> • Deliver Home Instead’s in-house personal care training program to new recruits. • Evaluate personal care skills of Home Instead CAREGivers. • Train CAREGivers on special equipment as needed. • Prepare and deliver on-going in-service trainings from time to time. 	<p>Coaching and developing others Presentation skills</p>

Secondary Responsibilities:

- Conduct service inquiry telephone calls with potential clients and family members.
- Conduct Care Consultations with potential clients and family members in their home.
- Use Home Instead’s electronic form online platform.
- Create content for the CAREGiver website through monthly blogs.
- Help implement Home Instead’s new Home Care Tablet program.
- Participate as needed in CAREGiver meetings.
- Maintain regular attendance to execute job responsibilities.
- Carry out back up on call responsibilities.
- Perform any and all other functions and responsibilities deemed necessary.

Education/Experience Requirements:

- RN certification
- Two years experience in home care, health care or senior-related, an equivalent combination of education and work experience may be considered
- Must be comfortable with using technology and learning new platforms
- Must possess a valid driver's license

Supervisory Responsibilities:

- Supervise CAREGivers through on-going training and visits

Knowledge, Skills and Abilities:

- This position must have an understanding of and uphold the policies and procedures established by DNS Enterprises, LTD, d.b.a. an independently owned and operated Home Instead franchise.
- This position must demonstrate excellent oral and written communication skills and the ability to listen effectively.
- This position must have the ability to work independently, maintain confidentiality of information and meet deadlines.
- Knowledge of the senior care industry.
- Ability to demonstrate effective interpersonal skills essential as well as sound judgment and good decision-making skills. Must demonstrate discretion, integrity and fair-mindedness consistent with company standards, practices, policies and procedures.
- Ability to organize and prioritize daily, monthly and yearly work.
- Ability to establish good working relationships with management, colleagues, franchise owners and their staff.
- Ability to sit at a desk and listen effectively for long periods of time on the telephone.
- Ability to stand and walk during the course of a normal business day.
- Ability to present a professional appearance and demeanor.
- Must be patient and congenial on the telephone.
- Must have computer skills and be proficient in Word and Excel.
- Ability to perform duties in a professional office setting, in clients' homes and with our community partners