



COMING HOME CONNECTION
creating a community of care

Manager of Caregiving

This position is responsible for all aspects of the Caregiving program, the Taking Care of Neighbors program and the Coming Home Housekeeping program. The Manager works with CHC staff to ensure high-quality services are delivered to Coming Home clients. The Manager will lead the caregiving team as staff is added to the organization, and may assign duties accordingly.

Coming Home Caregiving

Caregiving is the flagship program of Coming Home Connection. The program provides paid and volunteer caregiving to clients through independent caregivers who are recruited, vetted, and trained by the manager. The manager is responsible for client intake, including obtaining consents for care, and filling requests for caregiving.

Caregiver Intake

- Using “Indeed” and other platforms, performing on-going recruitment of caregivers
- Screen potential caregivers
 - Perform in-person interviews (or remote if necessary)
 - Perform background checks using PreCheck or other platform/company
 - Perform reference checks
- Orient caregivers to CHC policies and procedures for independent contractors
 - Reporting hours
 - Volunteering
 - Peer learning

Caregiver Training

- Work with staff and LPN/RN to develop agenda for trainings
 - Use input from caregivers to determine content and speakers
- Schedule trainings
 - Ensure all new caregivers attending initial training

Caregiver Management

- Maintain regular communication with caregivers for status of
 - current clients
 - availability

Client Intake

- Answer all inquiries regarding caregiving
- Perform client intake
 - Ensure an in-home visit is completed prior to any caregiver placement
 - Gather client information and consent for care, aligning in-take questions with GENERATIONS data points

- Create files for new and potential clients
 - GENERATIONS and paper file

Client / Caregiver Placement, Scheduling and Support

- Recommend caregivers to clients based on needed level of skill, schedule/availability, specific client requests (gender, language, etc.)
- Arrange for caregiver/client meeting to confirm suitability
- Coordinate efforts to fill requests with other CHC staff in the office
 - Utilize GENERATIONS, google doc, or other strategies to avoid duplication or dropped communications

Caregiving Data, Monitoring & Evaluation

- Collect hours worked and volunteered by all caregivers monthly
- Record caregiver hours in GENERATIONS, including volunteer hours
- Provide data on caregiving as needed for proposals, reports and communications
- Keep CHC colleagues informed about caregivers strengths and weaknesses, and of relevant changes in their capacity to fulfill placements

Taking Care of Neighbors

Taking Care of Neighbors (TCN) provides in-home caregiving to clients who cannot afford to pay for caregiving. Clients are selected by CHC staff at bi-weekly staff meetings using various criteria to determine acuity of need.

TCN Client intake

Manager is responsible for client assessment, preferably through a home visit.

TCN Client / Caregiver Placement, Scheduling and Support

- Manager will select a CHC caregiver for the TCN client
- The CHC manager will be present at the initial meeting between client and caregiver to confirm scope and schedule of caregiving.
- Manager will obtain signed consent from client at initial meeting
 - TCN consent form is different than the standard caregiving consent form, and includes schedule of caregiving to be provided by CHC.

TCN Caregivers

Caregivers will be independent contractors, paid by CHC.

- Manager will ensure caregivers meet standard CHC requirements, sign a TCN contract and complete a W-9 form.
- Manager will collect and approve TCN caregiver invoices every two weeks and submit them to the executive director for payment.

TCN Oversight

Manager will perform occasional home visits to ensure caregiver attendance and performance.

Coming Home Housekeeping

Coming Home provides housekeeping to clients who cannot afford to pay for housekeeping services. Clients are selected by CHC staff at bi-weekly staff meetings using various criteria to determine acuity of need. Manager is also responsible for one-time cleaning

CH Housekeeping Client intake

Manager is responsible for client assessment and consent. CH Housekeeping consent form is different from the standard consent form, and includes schedule and scope of housekeeping to be provided by CHC. The CHC manager will be present at the initial meeting between client and caregiver.

CH Housekeeping Client / Caregiver Placement, Scheduling and Support

- Manager will select a CHC housekeeper for the housekeeping client
- The CHC manager will be present at the initial meeting between client and housekeeper to confirm scope and schedule of caregiving.
- Manager will obtain signed consent from client at initial meeting
 - Housekeeping consent form is different than the standard caregiving consent form, and includes schedule of housekeeping to be provided by CHC.

CH Housekeeping Housekeepers

Housekeepers will be independent contractors, paid by CHC.

- Manager will ensure housekeepers meet standard CHC requirements, sign a TCN contract and complete a W-9 form.
- Manager will collect and approve housekeeper invoices every two weeks and submit them to the executive director for payment.

CH Housekeeping Oversight

Manager will perform occasional home visits to ensure housekeeper attendance and performance.

Durable Equipment Lending Program

- The manager has shared oversight and management of the Durable Medical Equipment Lending closet and activities. As the program evolves, more volunteers will support the program. Management of volunteers will be the responsibility of the Manager of Client and Community Outreach.

Supporting Colleagues and CHC

- Suggest ideas for improving services and program development
- Assist ED with proposals and reports
- Assist with fundraising efforts such as events, mailings, etc.