



In Home Care Administrator

Reports to: CEO

FTE: Full-Time

Hours: Monday-Friday 8:00am-5:00pm

Salary: \$80-90,000 Annual Salary plus bonuses

Benefits: Medical, Dental, Vision, Retirement Plan, PTO, Bonus Incentives, Professional Development Assistance, and Tuition Reimbursement

First Call Home Health is a locally owned and operated company providing skilled services, including nursing, physical therapy, occupational therapy, speech therapy and social work. We are dedicated to helping people in their homes through our staff of caring, compassionate, and talented professionals. If you are looking for a great job with a lot of perks? First Call is the place to be!

First Call is a licensed and accredited home health agency that offers a comprehensive range of high quality medical and non-medical services for those living throughout the Willamette Valley. The In-Home Care Administrator will be responsible for the overall management and oversight of the In-Home care program. Eligible candidates will be experienced in healthcare administration, preferably in a home health setting.

The First Call In-Home Health Administrator is responsible for the overall management of the In-Home Care program including the following duties and responsibilities:

1. Leadership of Office and Clinical staff

- Utilizing point system to maintain office staff efficiency in filling all open shifts, assigning best fit caregiver for each client in a timely manner, provision of consistent quality care, and providing reports of KPI to CEO
- Provide backup scheduling and intake specialists with setting caregiver work schedules and scheduling new clients with best fit caregiver
- Oversee Office Manager, provide backup as necessary, and report to the CEO on the following:
 - Quality Assurance
 - Inquiry calls
 - Assessments
 - Home Health Scrub
 - Performs annual performance reviews for office staff and caregivers
 - Participates in On Call rotation

2. Marketing and Sales

- Administrator to develop a process to regularly assess the in-home care clients as to their potential need for home health services and work with Home Health intake and clients to provide skilled care and visa versa



- Administrator will develop in collaboration with the CEO a marketing and sales plan to include specific strategies for maintaining and growing our local market share and expansion into other markets (Linn/Benton counties, Eugene, Portland, etc.)
- Administrator to collaborate with the Home Health Sales department and implement plan to sell FCHH services to clients

3. Financial Performance

- Responsible for hitting a 14% profit margin
- Responsible for overseeing all Accounting Administrative staff, providing backup as necessary, and reporting to CEO on the following:
 - Billing (Private and Medicaid)
 - AR
 - AP
 - Payroll
 - Benefits
 - Generate monthly financial statements

4. Recruitment, Retention, and Employee Management

- Responsible for hiring, training, supervising, managing performance and discipline of all administrative and direct care employees
- Hiring quality caregiving staff to do 15,000 hours per month in Marion, Polk, Linn and Benton Counties. This includes:
 - Developing a strategy and plan for recruitment and implementing this plan
 - Administrator is responsible to determine any impacts on the margin due to growth and have a plan to mitigate the increased expense to hit a 14% margin goal
- Responsible for requesting, recording/tracking, and storage of all required proof of training and certifications for employees
- Retention
 - Hire and retain quality caregivers
 - Assess FCHH retention against industry standards and determine benchmark
 - Administrator will set appropriate goals in collaboration with the CEO.
 - Administrator will conduct an annual survey of employee engagement and collaborate with the CEO to establish benchmarks to measure effectiveness of retention plan.

5. Quality Assurance

- Responsible to assure all care provided is of the highest quality and that all issues are addressed timely and issues resolved



- Ensures compliance with all Oregon state and federal laws and maintain proper licensure for the agency

Other Duties:

- Maintains privacy and confidentiality of records, conditions, and other information relating to clients, employees, and facility
- Attends all mandatory meetings and in-service training sessions
- Has ability to travel as needed

Qualifications:

- Bachelor's Degree in healthcare administration; or 3-5 years of demonstrated leadership & supervisory experience in a healthcare setting
- Preferred 2 years of experience in a home health or in home care setting
- Must maintain a valid driver's license and automobile insurance
- Must be able to read, write, and speak English
- Must enjoy the senior population and enjoy working in a fast-paced team-oriented environment

This job description is intended as a summary of the primary responsibilities of and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform or of all qualifications that may be required either now or in the future.