

# FirstLight Home Care



## POSITION DESCRIPTION

TITLE:	Networker/Field Supervisor
REPORTS TO:	Owners
FLSA STATUS:	Full-Time Hourly

### SUMMARY

This individual will be responsible for supervision and inspection of all on-duty caregivers on a random basis, including all aspects of services provided to our clients. The objective of this role is to promote the quality of service and compassionate care we provide, while helping to achieve the company's mission and goals, resulting in outstanding customer service and community relationships. In addition to duties included in the role of field supervisor, this individual will explore new networking opportunities while maintaining a positive image with existing referral relationships.

### ESSENTIAL DUTIES

Essential job duties for this position include the following items. Other duties must be performed as assigned or required.

- Conduct random visits with clients while caregivers are present to ensure customer satisfaction and caregiver compliance with company policies and procedures
- Build and maintain positive relationships with customers, employees and referral partners, as well as other franchise offices and the business community
- Monitor and Maintain compliance with all Federal, State, & Local DOL and Industry regulations.
- Represent the FirstLight Home Care office by participating in the community and build a positive brand image
- Handle all escalated customer concerns
- Prepare and review marketing plans, sales and promotion programs on a regular basis
- Plan marketing activities and review results with the owners
- Provide and promote the service necessary to meet FLHC goals and needs
- Ensure all customers receive courteous and efficient service from all employees
- Handle claims and complaints promptly
- Keep the FLHC Administrator/Owner informed of the status and activities resulting from random inspections
- Submit reports, general information and recommendations to the Owners
- Make policy recommendations
- Help plan the annual/quarterly employee appreciation events
- Determine and Present the annual marketing budget
- Conduct Competitor analysis including regular competitive calls
- Work toward continuous quality improvement
- Stay current with changing technology, including software programs
- May also be asked to perform duties associated with the areas of scheduling, bookkeeping, human resources, care coordinating and/or customer service

### SUPERVISORY RESPONSIBILITIES:

The Field Supervisor/Networker has supervisory responsibility for all assigned caregivers and office staff.

## QUALIFICATIONS

To perform this job successfully, the individual in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skills, abilities, certifications, and educational experience required.

### EDUCATION/EXPERIENCE

- Associate degree (A. A.) or equivalent from two-year college or technical school preferred; and two (2) to five (5) years related supervisory of exempt and non-exempt personnel experience and/or training; or equivalent combination of education and experience.
- Marketing/Networker experience preferred
- Relevant experience working with the elderly
- Advanced knowledge of Microsoft and/or Google suite required
- Demonstrated decision-making skills

### CERTIFICATION, LICENSURE, & REGISTRATION

- Possess and maintain a valid driver's license and maintain valid auto insurance. Must be registered or willing to register in the Home Care registry

### LANGUAGE SKILLS

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from clients, customers, and the general public.

### REASONING ABILITY

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to discern when to escalate client situations, such as calling Owners or 911

## PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle, or feel objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms. The employee must occasionally lift, move or assist with transfers. The environment may contain a potential exposure to illness and/or bodily fluids. The noise level in the work environment is usually moderate.

## ACKNOWLEDGEMENT

I acknowledge this position description was reviewed with me and a copy was provided to me. I agree to and accept the terms and conditions and acknowledge this does not represent a contract of employment.

Employee Signature		Date
Supervisor Signature		Date