

MAHCP Career Profile

Home Care Resource Coordinator

**By Beth Granger
Brandon Regional Health Authority**



The Home Care Resource Coordinator is responsible for coordination of direct service staff for the Home Care Program.

The Resource Coordinator is responsible for the recruitment, orientation, scheduling, supervision and evaluation of the Home Care Attendants, Home Support Workers and in some area, Mental Health Proctors.

Responsibilities include:

Recruitment/Orientation

- Identifies resource needs and seeks out potential applicants.
- Screens, interviews and selects Direct Service Staff, notifies applicants of employment decision and completes appropriate documentation.
- Provides orientation to program and arranges inservicing/training as necessary.

Scheduling and Assigning

- Schedules appropriate resources based on the request for service and the provision of the Collective Agreement.
- Provides staff with assignment information.
- Maintains client and employee schedules.

- Ensures effective matching of staff to client.

Employee Supervision

- Provides supervision to HCAs/HSWs through structured supervision sessions, team/staff meetings, on-site visits and ongoing consultation.

Employee Evaluation

- Assesses performance of staff identifying and resolving problems related to performance standards.
- Evaluates and provides Performance Appraisals.
- Identifies learning/resource needs and develops in-services/resource materials to address needs.

Administration

- Responsible for managing the provisions of the Collective Agreement with staff including administrative processes related to Workers Compensation, sick leave, pension plan, regular scheduled hours, seniority and assignment lists.
- Maintains employee documentation for supervision.
- Maintains client records while client is open to service and ensure client re-

ords are closed with termination from service.

- Completes required documentation related to over-cost, statistics, occurrence reports and other information as requested in accordance with program guidelines.
- Manages the verification and processing of employee timesheets and mileage reports and conducts audits on these processes.

Required qualifications for this position are:

- Successful completion of an approved course as a Health Care Aide, RN, LPN or RPN.
- A minimum of two years directly related experience in coordinating human resources in the delivery of service to clients.
- Use of own vehicle for work purposes and valid drivers license.
- Demonstrated ability to effectively manage and schedule staff in a unionized environment.
- Exceptional organization and administrative skills.
- Effective oral and written communication skills.

Computer experience is an asset.

Resource Coordinators generally work in an office setting from Monday to Friday and in some areas may be required to be On-Call weekends and after hours.

Strong leadership skills are required to provide an important link between front line service provides and responsible, holistic care to clients.