



XILIN ASSOCIATION

Xilin Association
1050 Warrenville Road
Lisle, IL 60532
Phone: (630) 355-4322
Fax: (630) 355-4326

In-Home Service Supervisor – Job Description

Under the supervision of the Branch Manager, the In-Home Service Program Supervisor must be fluent in English and proficient in Microsoft Excel and other Microsoft Office applications.

Duties and Responsibilities

1. Develop monthly work schedules for Home Care Aides (HCAs) and arrange substitute coverage when an assigned HCA is on vacation or unavailable.
2. Enter client contracts into the computer system and monitor clients' authorized service hours.
3. Monitor and evaluate the performance of preferred HCAs on a monthly basis.
4. Conduct one-on-one conference meetings with each HCA every three months.
5. Conduct participant home visits twice per year for HCAs and once per quarter for preferred HCAs. Conduct client satisfaction surveys annually.
6. Assist HCAs with work-related needs and concerns.
7. Resolve disputes between HCAs and participants in a professional and timely manner.
8. Attend a minimum of 24 hours of in-service training annually.
9. Process employment applications for new HCAs.
10. Coordinate pre-service training and orientation for newly hired HCAs.
11. Organize quarterly in-service training sessions for HCAs.
12. Review and maintain all state-required documentation for HCAs and clients to ensure compliance, and upload required documents to the TTP system.

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In-Home Service Supervisor Job Details

Job Details

Job Type: Full-time

Salary: Starting from \$20.00 per hour

Education: High school diploma or higher

Certification: In-Home Service Supervisor Certification (Preferred)

Requirements:

- Valid Driver's License
- U.S. Citizen or Lawful Permanent Resident

Benefits

- 401(k)
- 401(k) matching
- Health insurance
- Paid time off

Schedule

- 8-hour day shift
- Monday through Friday

Work Location:

Lisle, IL

Experience

- Microsoft Office: 1 year (Preferred)
- In-Home Service Management: 1 year (Preferred)