

Resident Care Liaison Supervisor

DISTINGUISHING FEATURES OF THE CLASS: The work involves providing a direct point of contact for residents and their families in the two county owned nursing and rehabilitation facilities. An incumbent acts as a liaison between the nursing home administration, residents, families, and staff as well as, internal and external resources. The employee establishes a working relationship with healthcare and service providers in order to assist residents with care and quality of life issues. The employee assists with staff recruitment efforts and acts as a point of contact for employment information. The work is performed at both nursing home locations under the general supervision of the Nursing Home Administrator in each facility with leeway allowed for the use of independent judgment within established guidelines. Direct supervision is exercised over customer service staff in either one or both of the nursing home facilities. A Resident Care Liaison Supervisor does related work as required.

TYPICAL WORK ACTIVITIES:

- Meets with residents of both nursing home facilities to discuss any concerns regarding resident care, family matters, dietary needs, laundry issues, etc.;
- Communicates and reports daily to nursing home administration on issues that are reported;
- Supervises support staff involved with providing customer service to residents, family and the public;
- Researches issues that are reported and facilitates resolutions when possible;
- Works with nursing home administration on plans of correction;
- Assists with admissions paperwork;
- Meets with and assists residents with completion of satisfaction surveys;
- Creates the quarterly facility newsletter;
- Maintains department portion of county website by ensuring content is up to date and accurate;
- Prepares content to be released to the press;
- Prepares job advertisements and plans and participates in facility recruitment efforts;
- May assist with resident discharge planning;
- May assist with investigating resident issues as directed by nursing home administration;
- May assist with new employee orientation, scheduling and attendance tracking.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the policies and procedures of the Department of Nursing Homes; thorough knowledge of health and human service resources in the community, good knowledge of the principles and techniques of

interviewing and counseling; ability to develop and maintain satisfactory working relationships with residents, families, staff, and the public; ability to work independently; ability to communicate effectively both orally and in writing; sound judgment; ability to supervise subordinate employees.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Human Services or related degree and three years of experience involving interviewing and counseling members of the public; OR
- B. Five years of experience involving interviewing and counseling members of the public; OR
- C. An equivalent combination of training and experience as defined by the limits of A. and B. above.

ADOPTED: 12/30/2021

CATTARAUGUS COUNTY CIVIL SERVICE