

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
ADULT SERVICES MONITOR

DEFINITION

Oversees/monitors adult home and community based service programs certified by the State of Iowa; determines compliance with established standards and documents regulatory insufficiencies; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Visits certified elder group homes, assisted living programs, and adult day services programs; evaluates all facets of tenant's/participant's care and determines the degree of conformance with state laws, rules and regulations.

Reviews services provided to tenant/participant to insure that needs are met in areas of personal health/hygiene, clothing, nutrition, daily living activities, nursing, sanitation of personal care, equipment/supplies, proper use of protective devices, documentation of vital signs, implementation of physicians orders, staff work assignments, service plans, and nursing policies/procedures.

Examines census documentation and program records to determine if staffing levels and staff qualifications are adequate; checks storage, handling and administration of drugs/biologicals for compliance with state requirements.

Interviews staff, tenants, relatives of tenants and other appropriate individuals to verify that program rules support tenant choice; reviews medical/treatment records to determine if interdisciplinary documentation shows adequate care is being rendered/maintained for tenants that choose to live autonomously in an adult community setting or have individually contracted for services with the program(s).

Provides minimal oversight of food service, laundry, housekeeping, and maintenance areas by checking rooms, storage, kitchen, bathroom, maintenance and treatment areas to assure that nutritional needs of tenants are met, proper sanitary conditions are maintained and environmental conditions conform to departmental rules/regulations.

Investigates complaints and obtains supporting evidence of insufficiencies (e.g., photos, photocopies of records and policies, and written notes from interviews) to document facts and substantiate findings; completes necessary informational materials and submits written reports to supervisor where non-compliance is found; testifies in court cases or hearings to present evidence or verify information.

COMPETENCIES REQUIRED

Knowledge of health care standards and state rules and regulations necessary for certification of elder group homes, assisted living programs, or adult day services programs as home and community based services.

Knowledge of modern nursing practices, health care administration, equipment and techniques relative to tenant care.

Knowledge of interviewing skills and techniques in order to obtain pertinent information during monitoring.

Ability to exercise professional judgment in analyzing all matters related to certified programs and the ability to differentiate between the need for certification and non-certification in regard to programs that are currently not certified.

Ability to be tactful and diplomatic in stressful situations.

Ability to interact with physicians, nurses, administrators, and other professionals to establish and maintain a professional working relationship with them.

Ability to work independently and write reports by exception only in the absence of a complaint.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Licensure as a registered nurse or graduation from a four-year college or university with a degree in social work and three years' professional nursing or social work experience or three years of geriatric work in home and community-based services;

OR

a master's degree or higher in nursing, social work, geriatrics/gerontology, or vocational rehabilitation will substitute for up to two years of the required experience on the basis of 30 semester hours equal one year of experience;

OR

nine months experience monitoring assisted living programs and/or elder group homes for the Department of Inspections and Appeals.

NECESSARY SPECIAL REQUIREMENT

Applicants for positions in the Department of Inspections and Appeals must undergo a background investigation which includes a criminal history check and a dependent adult and child abuse registry check.

NOTE

Applicants possessing licensure, certification, registration or degree should indicate such on the application form and may be required to provide proof at the time of interview.

Licensure or temporary licensure by the State of Iowa is required for designated positions in this class. Applicants who now possess a current valid license from another state need not have an Iowa license to apply, but will be required to obtain the appropriate Iowa license prior to beginning actual employment.

For purposes of qualifying for this job class, "professional experience" shall be indicated by having responsibility for assessment and diagnosis of client problems and needs, developing a plan of treatment, evaluating client progress toward meeting treatment goals, modifying treatment objectives, etc. Work at this level requires a prerequisite of post high school educational training or certification in the behavioral, social, health sciences, or health administration.