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**Policy Title:** Organizational Chart

**Rule Reference:** 0940-5-38-.06(1)(c)

**Effective Date:** November 22, 2024

**Revised:** September 18, 2025

**Approved By:** Tonya Reagan

**Purpose:** To define the hierarchy, roles, and responsibilities within the agency to ensure clear communication, accountability, and efficient service delivery.

**Organizational Chart Diagram:**

- Administrator (President/Owner)
- RN Care Coordinator
- Office Manager
- Lead Caregiver
- Caregiver

**Roles and Responsibilities** The following roles are established to facilitate seamless operations:

**1. Administrator (President/Owner) – Tonya Reagan**

- Provides overall strategic direction and leadership for the agency.
- Leads all major operational, financial, and strategic decision-making.
- Monitors organizational performance to ensure high standards of care.
- Acts as the final decision-maker for all unresolved issues.

**2. Office Manager – Marcie Thomas**

- Reports to the Administrator.
- Manages all administrative and office operations, including billing, payroll, and training coordination.
- Manages the master schedule for caregiving services, medical appointments, and client activities.
- Serves as the primary liaison between clients, families, and caregivers for scheduling and administrative matters.
- Manages office supplies and maintains all caregiver and client records.

**3. RN Care Coordinator – Tabitha Garrett**

- Reports to the Administrator.
- Holds final responsibility for all client care plans and clinical outcomes, ensuring regulatory compliance and quality assurance.
- Develops, manages, and updates patient care plans to meet individual needs.
- Provides clinical support and guidance to caregivers regarding patient needs.
- Serves as the primary contact for clinical inquiries and concerns from clients.

**4. Lead Caregiver – Joanne Cobb**

- Reports to the Office Manager for scheduling and administrative tasks and consultation with the RN Care Coordinator for clinical matters.
- Provides day-to-day guidance, mentorship, and supervision to the caregiver team.
- Assists the Office Manager with staffing issues and ensures shift coverage.
- Monitors caregiver compliance with agency policies and client care plans.

## 5. **Caregivers**

- Report to the Lead Caregiver.
- Provide direct, hands-on care to clients based on their individualized care plans.
- Assist with activities of daily living, meal preparation, and medication reminders.
- Offer companionship and emotional support.

# **Policy and Procedures**

## 1. **Definitions**

- Clinical Issues: Any matter related to a client's health status, changes in condition, or the execution of care plan tasks.
- Administrative Issues: Matters related to scheduling, payroll, time off, or workplace logistics.

## 2. **Chain of Command** To ensure issues are addressed efficiently, all team members must follow the established reporting structure.

### 1) **For Clinical & Care-Related Issues:**

- Caregiver
- Lead Caregiver
- RN Care Coordinator
- Administrator

### 2) **For Administrative, Scheduling, or Payroll Issues:**

- Caregiver
- Lead Caregiver
- Office Manager
- Administrator

## 3. **Problem Resolution**

- If a team member's direct supervisor is unavailable, or if the issue directly involves that supervisor, the team member should report the concern to the next level up in the appropriate chain of command.

## 4. **Interdepartmental Communication**

- The Office Manager and RN Care Coordinator will collaborate regularly to ensure that administrative decisions fully support clinical care requirements. A weekly sync meeting is encouraged to align on client needs and staffing.

## 5. **Employee Acknowledgement**

- All team members are trained on this policy during onboarding and are required to sign an acknowledgement form stating they have read, understood, and agree to adhere to the organizational structure.

**Mission Statement** Our mission is to empower seniors to live independently and with dignity by providing compassionate, personalized non-medical care in the comfort of their own homes.