



Care Support Coordinator

FirstLight Home Care delivers a unique brand of high-quality and compassionate in-home care for disabled adults and seniors through carefully selected, screened, and trained professional caregivers and home health aides. FirstLight Home Care is a company built on the strength of its people. We look for individuals with a passion for excellence, who will help make us the best we can be, and who will bring our clients exceptional care and compassion every day.

Job Description:

The Care Support Coordinator is a vital position at FirstLight Home Care of West Suburban Boston and Boston Back-Bay. The role will be a hybrid position, working from home or office when not out visiting caregivers and clients. The Care Support Coordinator will be responsible to carry a small caseload of clients and manage the implementation and maintenance of schedules, ensuring continuity of care. This position also provides support and guidance for caregivers in the field, setting expectations and creating updates for care plans while also serving as a face to face contact for clients and community professionals who have the shared interest of well being for our clients. Strong communication, and interpersonal skills are essential qualities in order to be successful in this role. Must be able to establish trusting relationships while providing support and guidance and have superior attention-to-detail, excellent written and oral communication skills, an ability to multitask and see tasks through completion amid frequent interruptions.

Job Duties

- Perform caregiver supervisory visits at client homes throughout the West Suburban Boston and Boston area on an as needed basis and/or a set schedule
- Update and/or create detailed care plans related to all ADL's and IADL's from either phone conversations and/or home visits with clients
- Support, guide, oversee and create trusting relationships with our staff of devoted caregivers
- Assist with creation and maintenance of field staff schedules by scheduling caregivers for hours of services for new clients, open shifts and existing cases,
- Accurately document all conversations and pertinent information into software database
- Communicate with confidence and maturity with clients and their families to problem solve and work through care needs and care schedules
- Sensitively and empathetically listen to and support clients and family members who are in stressful situations caring for family members
- Compassionately and patiently interact by phone, maintaining professional relationships with other professionals, including care managers and social workers as well as our elderly clientele and their families
- Participate in on-call rotation for periodic (approx. once per week) weekday evening coverage, and serve as a potential backup for a portion of a weekend when weekend on-call needs time off.
- Additional duties as needed

Please email a resume and cover letter outlining your interest in the position to:

Wendy Adlerstein at wadlerstein@firstlighthomecare.com