Care Coordinator / Office Manager
Job Description

**Job Summary:**
Duties: Responsible for all areas of Operations; human resources, intakes, clients, caregivers, scheduling.

**Qualifications:**
High School Diploma or GED, along with two years related experience and/or training. Experience in home care or knowledge of the health care industry preferred.

Requires proficiency in word processing and computer skills.

Must possess and demonstrate excellent communication skills, leadership skills, organizational skills, and customer service techniques. Must perform and manage multiple responsibilities concurrently and work well under pressure.

**Essential Functions:**
Answers the telephone and performs Intakes.

Initiates the hiring process for caregivers including processing applications, background screening, testing, interviewing, and reference validation.

Orients caregivers and maintains current caregiver files in accordance with policies and procedures.

Records employee information such as personnel data, compensation, benefits, tax data, attendance, performance reviews, evaluations, and termination date and reason.

Enters, maintains, and corrects client, employee, payroll, billing and related accounting data into the computer.

Orders and maintains office supplies, forms and equipment.

Visits prospective clients/clients after referrals are made to introduce FirstLight HomeCare.

Schedules shifts by matching caregiver qualifications and availability to clients needs.

Supervises caregivers and completes performance appraisals for caregivers at specified intervals.