FirstLight Home Care

POSITION DESCRIPTION

|  |  |
| --- | --- |
| TITLE:  | Assistant Client Care Coordinator |
| FLSA STATUS: | Non-exempt |

|  |
| --- |
| **SUMMARY** |
| This individual will be responsible for assisting with areas of organizational operations: staffing, intakes, client services oversight, caregivers and scheduling and will directly interface with clients, performing service evaluation, scheduling and supervising care. |

|  |
| --- |
| **ESSENTIAL DUTIES** |
| Essential job duties for this position include the following items. Other duties must be performed as assigned or required. |
| * Assist with management of day to day office and field operations to ensure quality assurance of services
* Assist with initial and ongoing in-home evaluation, caregiver introductions, coordination and supervision of client services
* Answer phone and conduct intakes, take after hours and weekend emergency calls, scheduling issues, fill a shift occasionally and client referrals/intakes
* Schedule client appointments/visits according to care plans and staff availability
* Schedule shifts by matching caregiver qualifications and availability to clients’ needs
* Contact care providers and clients regarding day-to-day change
* Visit prospective clients after referrals are made to introduce FirstLight Home Care and on an ongoing basis as needed
* Orient caregivers and maintain current caregiver files in accordance with policies/procedures; may perform on-going caregiver training
* Perform general office duties including but not limited to word processing, photocopies, files, shreds, sort/distribute mail, provide reception coverage, telephone services, etc.
* Complete appropriate visit records in a timely manner and according to policy
* Perform data entry and maintenance of client, enter staff and client information into database
* Work toward continuous quality improvement
* Stay current with changing technology, including software programs
* Uphold, support, and promote all company policies and procedures
* Understand and adhere to established FirstLight HomeCare policies and procedures
* Adhere to all HIPAA privacy regulations
 |

|  |
| --- |
| **SUPERVISORY RESPONSIBILITIES:** |
| The Assistant Client Care Coordinator has supervisory responsibility for other office personnel and care personnel. |

|  |
| --- |
| To perform this job successfully, the individual in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skills, abilities, certifications, and educational experience required.EDUCATION/EXPERIENCE* High school diploma or general education degree (GED); and (1) to two (2) years related health care/home care industry experience and/or training preferred; or equivalent combination of education and experience.
* Previous, successful management experience required
* Prior scheduling experience preferred
* Proficient skills in Microsoft Office and or Google Suite and scheduling software required
* Must possess and demonstrate excellent organizational, communication, interpersonal and leadership skills as well as a positive and professional image

CERTIFICATION, LICENSURE, & REGISTRATION* Must possess and maintain a Valid Driver’s License and maintain adequate auto insurance

LANGUAGE SKILLS* Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations
* Ability to write reports, business correspondence
* Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public

REASONING ABILITY* Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form
* Ability to deal with problems involving several concrete variables in standardized situations
* Ability to discern when to escalate client situations, such as calling Supervisor or 911
 |

|  |
| --- |
| PHYSICAL DEMANDS & WORK ENVIRONMENT  |
| The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this position include close vision, distance vision, peripheral vision, and the ability to adjust focus. The environment may contain a potential exposure to illness and/or bodily fluids. The noise level in the work environment is usually moderate.  |

|  |
| --- |
| **ACKNOWLEDGEMENT**  |
| I acknowledge this position description was reviewed with me and a copy was provided to me. I agree to and accept the terms and conditions and acknowledge this does not represent a contract of employment. |

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Employee Signature  |  | Date |
| Supervisor Signature  |  | Date |