



## Care Coordinator

### **Who We Are:**

FirstLight Home Care delivers a unique brand of high-quality and compassionate in-home care 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.

### **Work with a great team in a collaborative, supportive culture:**

FirstLight Home Care of West Suburban Boston is a friendly and upbeat team-oriented and collaborative working environment. All employees are encouraged to voice ideas to help better the agency and to be a part of solutions to providing the best care possible.

### **The Care Coordinator is a vital position at FirstLight Home Care of West Suburban Boston:**

This position is the primary point of contact for clients and caregivers; therefore, strong communication and interpersonal skills are essential qualities in order to be successful in this role. The Care Coordinator will be responsible for working closely with clients and their families to communicate and problem solve care needs as well as coordinate and schedule services between clients and caregivers. This includes the implementation of schedules, supervising our staff of hardworking caregivers and ensuring continuity of care to best meet the needs of our clients. The ideal candidate must be able to manage a caseload, have superior attention-to-detail, excellent written and oral communication skills, an ability to multitask and see tasks through completion amid frequent interruptions.

### **Who we are looking for:**

A team player with strong interpersonal communication skills, a warm and friendly demeanor and exceptional organizational skills. Compassion for the elderly, their families and our caregiver staff of CNA's, HHA's and companions that are providing care, is key to success in this position. Ability to problem solve confidently, take initiative and work efficiently. Extreme patience, and a positive upbeat attitude is a must. Proficiency with technology is critical and a high standard for excellence is imperative. Background in home care, health care, senior care and familiarity with the West Suburban Boston area a plus.

**Schedule:**

Mondays - Fridays 8:30am - 5pm

On-Call one weeknight per week from 5pm-8:30am

Hybrid Model - Work from Home with a mix of office days in our Needham office

**Benefits:**

Competitive Pay - salaried position

Vacation Time and Sick Time

Contribution towards monthly Cell Phone Bill

401K eligibility with company match

50% Medical and Dental Insurance Benefit

Mileage Reimbursement for Work-related travel

**Requirements:**

- A minimum of two to three years of office work experience
- At least one to two years of case management experience - ability to independently manage a caseload, understand follow up expectations, closing loops, gathering care details and relaying to the appropriate people
- Excellent written communication skills as demonstrated by writing sample
- Valid driver's license and reliable transportation
- Proficiency in Microsoft Office and computer skills
- Passionate about enhancing the lives of seniors
- BA/BS in related field

Join a growing, hardworking, fun and caring team!

[wsb.firstlighthomecare.com](http://wsb.firstlighthomecare.com)

Please email a cover letter explaining your interest and why you would be a good candidate for the position along with your resume to Wendy Adlerstein at [wadlerstein@firstlighthomecare.com](mailto:wadlerstein@firstlighthomecare.com)

Job Type: Full-time