



FirstLight Home Care of West Suburban Boston **Job Posting: Client Care Coordinator**

Job Description

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.

The Client Care Coordinator is a vital position at FirstLight Home Care of West Suburban Boston and will be the first point of contact for clients and potential caregivers; therefore, strong communication and interpersonal skills are essential qualities in order to be successful in this role. The Client Care Coordinator will be responsible for the coordination and scheduling of services between clients and caregivers, including the implementation of schedules and ensuring continuity of care to best meet the needs of our clients. The ideal candidate must have superior attention-to-detail, excellent written and oral communication skills, an ability to multitask and see tasks through completion amid frequent interruptions.

Essential Skills and Qualities

- We are looking for someone with a compassionate attitude toward the care of the sick and elderly, a strong interest or education related to social work, psychology, nursing, home care, discharge planning, and/or knowledge of the healthcare industry
- **Superior attention to detail** - ability to switch gears with shifting priorities. Given all of the moving parts and daily interruptions, it is critical that the Client Care Coordinator is able to shift his/her attention while still being detail-oriented and focused on quality.
- **Organized and systematic** - In an environment with lots of moving pieces, systems are essential and the ideal candidate would have a firm grasp on the importance of organization and following processes to ensure follow through
- **Highly communicative and collaborative.** We are a close team and do our best work based on trust in each other and collaboration. Strong interpersonal, communication, and organizational skills are essential, not only when working within the office, but also working with families, caregivers and professionals in the community
- **Self-motivated and a “can-do” attitude** - If you encounter a problem, we want you to be a part of the solution! While we value collaboration, it is important to have the ability to work independently and the ideal candidate would be someone who is self-directed.
- **Strong computer and Technology skills** - The ideal candidate **MUST** be comfortable with learning and using software programs daily. Proficiency in MS Office and usage of app technology a must
- **Compassionate and Caring** - As an agency that is here to be a support and resource for family members who are in stressful situations caring for loved ones, good listening skills, high levels of customer service and the ability to be extra supportive is critical. These qualities are also necessary for supporting and overseeing our hardworking caregiver staff



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Job Duties

- Answer multi-line phone and field calls appropriately
- Address general inquiries about services and job opportunities for caregivers
- Create and maintain staff schedules by scheduling caregivers for hours of services for new clients, open shifts and existing cases
- Compassionately and patiently interact by phone, maintaining professional relationships with our elderly clientele and their families as well as manage a multi-cultural staff of devoted caregivers
- Sensitively and empathetically listen to and support family members who are in stressful situations caring for family members
- Assist in the hiring, orientation and training sessions of new caregivers as needed
- Perform caregiver supervisory visits at client homes throughout the West Suburban Boston area.
- Participate in office team's on-call rotation for periodic (approx. once per month) weekday evening coverage.
- Assist with billing
- Maintain client files to meet all company standards and state regulations
- Additional duties as needed

Requirements

- A minimum of one year of office work experience
- Excellent written communication skills as demonstrated by writing sample
- Valid driver's license and reliable transportation
- Proficiency in Microsoft Office
- Passionate about enhancing the lives of seniors
- BA/BS in related field

FirstLight Home Care of West Suburban Boston is an Equal Opportunity Employer.

To apply, please e-mail your resume with brief cover note to Wendy Adlerstein, LSW at wadlerstein@firstlighthomecare.com

Job Type: Full-time