



## 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.

### 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, and an ability to multitask and see tasks through completion amid frequent interruptions in a fast paced environment.

### Job Duties

- Manage a caseload of clients which require creating and maintaining changing care schedules, placing and matching caregivers with clients, and keeping up with changes for ongoing care, new client and all open shifts
- Oversee a multi-cultural staff of devoted caregivers by developing strong connections and relationships by phone and in person when able
- Update detailed care plans related to all ADL's and IADL's from phone conversations with caregivers, clients, their families or other involved parties.
- Maintain the details of schedules, caregiver pay rates and billing rates accurately in software database
- Ensure that all client records meet all company standards
- Sensitively and empathetically listen to and support family members who are in stressful situations caring for family members
- Communicate with confidence and maturity with clients and their families to problem solve and work through care needs and care schedules
- 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
- Accurately document all conversations and pertinent information into software database
- Participate in on-call rotation for periodic (approx. once per week) weekday evening coverage.
- Assist/Cover Weekend On-Call as Needed
- Help at office or client homes on non-office days when needed
- Additional Duties as Assigned

**Qualifications:**

- Bachelor's Degree
- Background or strong interest in helping and caring for the sick and elderly
- Exceptional people skills with talent to build strong relationships
- Superior at problem solving
- Extraordinary attention-to-detail
- Extreme organizational and systematic thinking with attention to detail
- Highly proficient with communication, collaboration and teamwork
- Self-motivated with a "can-do" attitude
- Strong computer and Technology skills
- Ability to work and remain calm under pressure in a fast paced environment

**Job Benefits:**

- Paid Vacation
- Paid Sick Time
- Health and Dental Insurance
- Disability Insurance
- 401K with up to 4% employer match
- Cell Phone Reimbursement
- Ongoing Staff Perks and Rewards

**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, MA office

**Please forward resumes and a cover letter to Hillary Tarr, Manager of Client Care Services at [HTarr@firstlighthomecare.com](mailto:HTarr@firstlighthomecare.com)**

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

*Posted 11-7-23*