



CLIENT COORDINATOR

Company Summary

If you have a passion for directly helping people and tangibly impacting their lives, Senior Home Companions (“SHC”) could be a wonderful place for you. SHC serves older adults in Indianapolis with our unique blend of personalized assistance. From providing friendship and companionship to hands-on personal care, SHC connects clients with a full spectrum of support that allows seniors to remain in the home of their choice with purpose and dignity. SHC is a private Indianapolis-based company with five locations in Indiana and Florida and over 500 ladies and gentleman serving clients.

Job Summary

The Client Coordinator (CC)’s primary role is to connect clients with caregivers in a way that fosters relationships and exceeds clients’ expectations. CCs are responsible for ensuring that the SHC team understands client needs for ongoing care and that caregivers are coordinated appropriately. The position requires an ability to be flexible and have strong organizational and prioritization skills. The CC communicates and documents important information regarding caregiver and client feedback to the team. This dynamic role offers the opportunity to directly encourage clients and caregivers while fostering their well-being on a daily basis.

Knowledge, Skills, & Abilities

- Excellent communication skills and team work abilities
- Excellent judgment and oversight skills
- Ability to work independently
- Ability to handle sensitive and confidential information
- Superior customer service and problem solving skill are required
- Strong computer skills
- Ability perform under tight deadlines and manage high call volume
- Minimum of 3-5 year’s relevant work experience
- Bachelor degree preferred

Responsibilities

Schedule Coordination

- Schedule assigned clients with Caregivers to ensure quality and continuity of care
- Understand the nuances of matching caregiver with clients and demonstrates expertise in the process
- Provide on-call support
- Work directly with other CCs to ensure maximum usage of all available caregivers for clients
- Perform data entry of schedules for both clients and caregivers into SHC's scheduling system and maintain accuracy of these schedules
- Address any concerns and distribute all schedules to clients and caregivers in a timely manner
- Track time and attendance on caregivers as they work through their schedule time
- Collection, data entry, and distribution of intake information
- Participates in upholding State and Federal Rules and Regulations
- Maintain excellent attendance and punctuality
- Perform other related duties as required and assigned

Incoming & Outbound Calls

- Answer calls in a timely and professional manner, representing Senior Home Companions
- Provide ongoing communication with on-call staff to ensure consistency of staffing and client care is maintained during non-business hours