



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 Indiana and Florida 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, local company (www.seniorhomecompanions.com).

JOB SUMMARY

The Client Coordinator (CC)'s primary role is to coordinate staffing to ensure client receive all services outlined in their service plan as scheduled. Scheduling services with clients is a major aspect of SHC's services, because our clients expect to receive their services as set forth in the agreed upon service plan. If clients do not receive the services as planned, that can lead to poor client outcomes and dissatisfied customers. Client Coordinators are responsible for ensuring that the schedule set forth in each service plan is fulfilled and that client expectations are exceeded. CCs are responsible for ensuring that the SHC team understands client needs for ongoing care and that caregivers are scheduled in a manner that maximizes efficiency, utilizes staff who have the skill set and experience to meet the client's needs, and ensures all clients receive all of the services to which they are entitled. CCs are also expected to help foster relationships with clients and ensure that SHC services exceed the client's expectations for on time arrival at the home, professionalism, and overall customer service. CCs not only schedule caregivers each week, but respond when caregivers are unable to provide scheduled care, unexpectedly unavailable to provide care, or otherwise fail to provide scheduled care. CCs oversee caregivers, provide feedback to caregivers regarding their work, counsel caregivers regarding performance improvement, work with HR to address disciplinary issues and take other actions to maintain SHC's high standards.

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.

ESSENTIAL FUNCTIONS, DUTIES & RESPONSIBILITIES

- Promote and demonstrate SHC's core values of Integrity, Compassion and Effectiveness
- Match caregivers with clients based upon factors including, but not limited to, client needs as outlined in the client's service plan as well as caregiver experience level, skill set, availability and preferred working area and demonstrate expertise in the matching process
- Schedule caregivers for all open shifts, call-offs, vacation coverage, etc. to ensure quality and continuity of care
- Create, update and distribute monthly client schedules to all caregivers
- Ensure client's schedules are covered, at all times, and accurately documented in Scheduling system
- Build honest, sustainable relationships with clients, caregivers and office staff
- Ability to manage a high volume of incoming calls, while placing several outgoing calls to staff open client shifts, on a timely basis
- Administer caregiver coaching, up to and including participating in Performance Management discussions, as needed to address identified caregiver performance deficiencies
- When coaching has failed to realize needed improvement, collaborate with HR team to determine when caregivers need to be suspended or terminated
- Provide feedback on caregiver attendance and performance to be included in the caregiver review process
- Provide on-call support on a rotational basis with other staff members
- Work directly with other Client Coordinators 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
- Track caregiver time and attendance through Matrix Mobile to confirm care provided as scheduled and to monitor overtime utilization by staff
- Answer calls/voicemails/emails professionally within one business day of receipt

- Provide ongoing communication with on-call staff to ensure consistency of staffing and client care is maintained during non-business hours
- Maintain strict adherence to SHC's HIPAA Policies and Procedures, client confidentiality & HIPAA regulations
- Perform other related duties as required and assigned in writing

QUALIFICATIONS

- A well-qualified candidate would:
- Have experience as a home healthcare agency or personal services agency scheduler
- Have experience as a home health aide or certified nursing assistant
- Have excellent interpersonal, communication, and customer service skills, both verbal and written
- Be extremely detail-oriented, organized and able to multi-task
- Be highly motivated and proactive
- Be accustomed to a fast paced, high-volume environment with deadlines and last minute requests
- Have the ability to prioritize requests and duties
- Be resourceful and solution-oriented
- Have the ability to handle sensitive and confidential information
- Have a minimum of 3-5 years relevant work experience
- Be committed to the overall business goals of SHC
- Possess an extreme sense of urgency, be dependable and reliable
- Utilize excellent customer service and client relationship skills, at all times, and convey a positive and professional attitude
- Demonstrate competency, organization, attention to detail, flexibility and cooperation in performing all job responsibilities
- Computer proficiency using Microsoft Office Suite and Google Mail

*
_

—
**

PHYSICAL DEMANDS_*

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be requested by individuals with disabilities to allow them to perform the essential functions.

- Exchange information and communicate verbally and by written word

- Must be able to read, write, and comprehend English
- Demonstrate active listening skills
- Specific vision abilities include close vision, distance vision, depth perception, and ability to adjust focus
- Ambulate on rough surfaces and climb stairs
- Sit for prolonged periods of time
- Occasional driving
- Occasional walking and standing
- Occasional bending, kneeling, crouching, reaching, pushing, pulling
- Demonstrate manual dexterity
- Lift or move up to 25 lbs