


Lutheran Services Carolinas

Job Description

Job Title: Client Care Coordinator
Supervisor (title): Home Care Agency Director
Department: Community Based Services
Approved by: B. Welch Thomas 

Date: 7/18/2017

Position Purpose/Summary:

The Client Care Coordinator under the supervision of the Agency Director, is responsible for scheduling Companion/Sitter and In-Home Aide services for clients, supervising caregivers with regard to customer service-related issues, and serving as a liaison between clients, families, referral sources and the Agency Director. The Client Care Coordinator will also function as the Office Manager and is responsible for ensuring that the agency office operates in an efficient manner while maintaining excellent customer service, in compliance with N.C. state regulations and LSC/Trinity at Home policies.

Essential Functions (*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*):

1. Schedule the provision of client services in an efficient manner that meets the clients' needs and makes the best use of staff resources.
2. Liaison between clients, families, referral sources and the Agency Director/RN Supervisor.
3. Build a team of caregivers for each client based on clients' needs and preferences.
4. Review client service schedule on a daily basis to ensure accurate coverage of all scheduled services; as well as coordinate caregiver vacation schedules.
5. Communicate to families/clients when care begins and when there are major changes in the caregiving team.
6. Acts as designated Agency Director in the absence of Agency Supervisor.
7. Assist with recruiting, hiring, and orientation process.
8. Retain up-to-date client and caregiver information in scheduling software and current in LSC Finance/HR/Payroll.
9. Perform on-call duties as scheduled.
10. Facilitate flow of information as main contact for referrals, families, and clients who call the agency, providing information about agency services and obtaining information needed for follow up and tracking of referrals.
11. Maintain agency records in an orderly manner and in accordance with agency policy and N.C. DHSR regulations.
12. Complete all required forms for new hires, including background check, OIG, E-Verify, N.C. Nurse Aide Registry.
13. Prepare bi-weekly payroll and provide all necessary information for processing to Finance/Payroll in a timely manner.
14. Partner in the delivery of in-service and continuing education per agency policies.
15. Administer monthly client billing and providing all necessary information for processing to the LSC Administrative Office in a timely manner.

16. Audit personnel files to insure that files are complete and current per N.C. state regulations and LSC policies.
17. Collect and maintain statistics on agency operations as required by N.C. DHSR.
18. Process expense reports and code invoices for accounts payable within required deadlines.
19. Order supplies (office and medical) in a timely manner, insuring that sufficient supplies are on hand at all times.
20. Provide motor vehicle reports to the LSC office as needed for insurance purposes.
21. Assume other responsibilities as needed and requested by the Agency Director.

Supervisory Responsibilities, if any (*The scope of the person's authority, including the positions that report to the incumbent.*):

Supervision of Caregiver staff (with the exception of hands-on care supervision provided by the RN Supervisor).

Qualifications (Minimum Job Requirements): *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

Education: High school diploma or equivalent.

Experience: Minimum of one year supervisory experience; experience in a healthcare setting; experience working with the public.

Specific skills/abilities:

1. Knowledge of Microsoft Office products.
2. Experience with scheduling software (ClearCare, Adacare, etc.) or similar product.
3. Excellent written and oral communication skills; and customer service skills.
4. Excellent organizational skills with ability to multitask.
5. Ability to work under pressure.
6. Excellent problem-solving skills.
7. Ability to react and respond appropriately in the event of an emergency.
8. Valid NC driver's license.

Specialized knowledge, license, etc.: N/A

Preferences:

1. Associates degree or secondary education preferred.
2. Experience in a home care agency setting.
3. Knowledge and understanding of the needs of the aging and disabled.
4. Experience with scheduling.
5. Current or former C.N.A. or personal care aide.

Working Conditions/Physical Requirements: *(Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions).*

1. Work typically performed in office environment; sitting at desk in front of computer for extended periods of times.
2. Proven ability to bend, stoop to floor, and reach overhead.
3. Ability to lift and carry up to 25 pounds.
4. Maintain a flexible schedule to meet the agency's work requirements.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.