


**Trinity at Home
Lutheran Services Carolinas
Job Description**

Job Title: Home Care Office Assistant
Supervisor (title): Home Care Agency Director/RN Supervisor
Department: Community Based Services
Approved by B. Welch  **Date:** 11/5/2014

Position Purpose/Summary:

The Home Care Office Assistant, under the supervision of the Agency Director/RN Supervisor, and in accordance with Trinity At Home corporate philosophies, objectives, and policies, is responsible for scheduling companion/sitter and in-home aide services for clients, performing clerical duties for the agency, and for being the first point of contact with clients, families, and referral sources.

Essential Functions:

1. Follow confidentiality and privacy policies and procedures; will have access to PHI.
2. Protect agency's property and intellectual property.
3. Ensure compliance with all applicable federal, state, and criminal laws.
4. 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 agency director to perform follow-up.
5. Schedule the provision of client services in an efficient manner that meets clients' needs and makes the best use of staff resources.
6. Liaison between clients/families/referral sources and agency director/RN supervisor.
7. Ensure that agency records are maintained in an orderly manner and in accordance with agency policy and N.C. DHSR regulations.
8. Maintain a flexible schedule to meet the agency's work requirements.
9. Assist in the completion of all required forms and instructions for new hires.
10. Assist with new employee orientation.
11. Complete in-service and continuing education per agency policies.
12. Review client service schedule weekly to ensure accurate coverage of all scheduled services.
13. Maintain documentation according to agency and state policies.
14. Maintain statistics on agency operation as required by N.C. DHSR.
15. Provide on-call services as needed.
16. Assume other responsibilities as needed and requested by agency director.

Supervisory Responsibilities

No supervisory responsibilities

Qualifications (Minimum Job Requirements):

Education: H.S. diploma or equivalent.

Experience:

1. A minimum of one year of experience in a clerical position.
2. A minimum of one year of experience in a position requiring interaction with the public.
3. Prior work experience in a health care setting.

Specific skills/abilities:

1. Knowledge of Microsoft Office products
2. Excellent written and oral communication skills
3. Excellent customer service skills
4. Ability to multi-task; detail oriented
5. Excellent organizational skills and follow-up
6. Excellent problem-solving skills
7. Ability to react and respond appropriately in the event of an emergency

Preferences (Optional):

1. Experience in a home care agency setting
2. Knowledge and understanding of the needs of the aging and disabled
3. Experience with scheduling

Working Conditions/Physical Requirements:

Work typically performed in office environment. Regularly required to sit and/or stand for several hours at a time; and lift up to 25 pounds.

This job description is not an employment contract. Trinity At Home 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.