



Care Coordinator Job Description

Summary:

The Care Coordinator functions as the liaison between Caregivers and clients. A Care Coordinator's primary responsibility is to coordinate Caregivers onto cases.

Essential Duties and Responsibilities:

- Fills cases with existing, qualified Caregivers by using empathy to make the best possible match.
- Visits newly-placed Caregivers at the client's home soon after placement to ensure client satisfaction.
- Contacts all clients, usually via phone, to check in monthly.
- Works the digital leads process for any digital lead, utilizing the "8-touch" process.
- Works closely with the Client Relationship Specialists and the Caregiver Coordinators to create a complete, successful, satisfying, and on-going life cycle of exceptional services to our clients and Caregivers.
- Pulls and communicates payroll and billing data per the existing SOPs.
- Knows and acts in accordance with the applicable State laws governing the type of care that a Caregiver can lawfully provide based on the Caregiver's licensure or certification.
- Utilizes Outlook for email and calendar appointment/event scheduling.
- Utilizes ClearCare and any other necessary systems for complete and accurate care coordination, Caregiver scheduling, data capture, tracking, notes, and follow-up.
- Assists with development and facilitation of training for existing and new Care Coordinators.
- Participates in the development and execution of special projects relating to COO operations.
- Must be able to see and interpret information within our systems (like ClearCare, FranConnect, or Email) and be able to accurately and quickly exchange information with others, as well as record information in these same systems.
- Must be able to independently drive long distances, be able to alternate from stationary to traverse positions often and for extended periods of time and use

standard business equipment including a laptop computer and a mobile phone as well as all the associated apps and software.

- Must have a valid driver's license, positive driving record, reliable transportation, and must be able to drive to and from client sites for various reasons whenever necessary and at a moment's notice.
- This job description reflects assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned and it can be changed or altered at any time.

Educational Background/Knowledge/Prior Experience:

- Human services background or strong desire to help others
- BA/BS related field is a plus

Necessary Attributes and Qualifications:

- Strong verbal and written skills
 - Excellent computer skills, proficient with Microsoft Office
 - Pleasant phone manner
 - High level of emotional intelligence and empathy as well as dedication to our company purpose
 - Creative problem solving skills
 - Organized and detail oriented
 - Flexible and able to multi-task
 - Effective time management skills
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- Team player, positive attitude
 - Proactive and have initiative and follow through
 - Capable of working independently and exercising discretion and independent judgment
 - Must handle on-call duties on a rotating basis and as needed by the office
 - Must have reliable transportation as well as a valid driver's license and valid car insurance
 - Responsible for accurately tracking mileage and expenses for monthly submission and reimbursement according to GHC policies
 - Responsible for working with Director of Home Care Services to adhere to annual departmental budget
 - Participate in Company sponsored events

Weekend and/or evening hours may be required
Other duties may be assigned as necessary