

JOB DESCRIPTION

TITLE OF POSITION: COORDINATOR

TITLE OF IMMEDIATE SUPERVISOR: Director of Nursing

RISK OF EXPOSURE TO BLOODBORNE PATHOGENS – LIMITED

DUTIES OF POSITION
Directs the coordination of patient care under the supervision of the Director of Nursing

POSITION RESPONSIBILITIES
1. Coordinates patient care among disciplines
2. Confers with Director of Nursing on problems and complaints
3. Liaison between coordinating team and nursing office
4. Performs all coordinating duties when necessary
5. Reviews and directs case management notes, documenting change of aide, change in service, telephone complaints, etc.
6. Supervises the completion of intake forms and their appropriate routing for admission approval
7. Supervises the scheduling of appropriately skilled person to fill the case; the inputting of the scheduling information on the computer and continue to supervise the coordination of the scheduling
8. Supervises the scheduling of replacement workers as needed and the input of the scheduling information
9. Communicates with patients/families on home health aide related issues
10. Interview, test and check references of field staff being considered for hire and supervises the set up of personnel files
11. Takes telephone referral information
12. Handles matters related to staff and the patient they serve
13. Supervises the maintenance of case management notes related to personal problems and/ other situations that arise with staff including those relating to patient care
14. Communicates on a routine basis with contract agencies to maintain smooth relations and to obtain needed information
15. Advises the Director of Nursing of all new cases to be filled and supervises the review of cases on a weekly basis
16. Oversees the documentation and reporting of changes in patient status, in service requirements, in and employee staff assignment and in particular, any unsatisfactory performance
17. Prepares written performance evaluations of field staff and recommend wage adjustments for them
18. Supervises field staff in regard to punctuality, reliability, assignments and related matters
19. Disciplines field staff to include making recommendations for termination, this

includes counseling and making recommendations regarding suggested discipline or corrective action where performance problems exist
20. Negotiates fees based on difficult to serve or acuity level of patients
21. Markets Agency services, to include telemarketing
22. Performance of other duties as required

JOB CONDITIONS
1. Position is stressful in terms of meeting deadlines.
2. It is primarily a desk job which essentially involves sitting, standing, stooping and walking, as well as an inordinate amount of telephone communication.
3. It requires minimal lifting of office records and printouts.
4. The ability to read 12 point and larger type is required.
5. One must be able to hear adequately on the telephone with no more than an amplifier and be able to communicate both verbally and in writing.

EQUIPMENT OPERATION
The job requires the ability to utilize a PC, calculator, multi-line telephone, and other related office equipment.
COMPANY INFORMATION
Has access to all client medical and financial records, which may be discussed with all management staff

QUALIFICATIONS
1. Licensed registered nurse in the State
2. Two years experience as a Coordinator

ACKNOWLEDGMENT	
Employee Signature	Date