

Job Title/Position: *Care Coordinator*

Reports To: *Director of Care Coordination*

JOB DESCRIPTION SUMMARY

A Care Coordinator is a position with several important responsibilities for the on-going daily operation of the Agency. The Care Coordinator is the primary office interface to the Agency's referral sources and may be responsible for receiving the referrals. The Care Coordinator may be responsible for the management of scheduling and assigning Agency's patients to the appropriate professional clinicians to maximize patient care and efficient utilization of clinical staff. The Care Coordination team works together to ensure optimal patient care and timely service.

ESSENTIAL JOB FUNCTIONS/RESPONSIBILITIES

1. Assumes responsibility for making and/or receiving phone calls.
2. Performs a wide variety of clerical support including, but not limited to, data entry.
3. Monitors referrals coming into Agency via fax or hand delivered by a member of the marketing team.
4. Confirms receipt of referral with referral source as needed.
5. Responsible for maintaining the referral log in an accurate and timely manner, including patient NTUC (not taken under care).
6. Verifies patient's insurance.
7. Maintains effective communication.
8. Responsible for tasks and follow up related to pre-op referrals.
9. Communicates with marketing team and liaisons to ensure smooth transition of care.
10. Assumes responsibility for maintaining hospitalization list, including notification of all pertinent staff.
11. Interact with patient and patient's family to coordinate start of care visit.
12. Compiles daily schedules of clinical staff.
13. Assigns Agency clinicians to patients with the direction of Clinical Supervisors, Director of Nursing, Director of Therapy Services, and Director of Clinical Services.
14. Proactively plans and assigns patients to clinical staff based on close proximity and staff availability.

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The above statements are intended to be a representative summary of the major duties and responsibilities performed by incumbents of this job. The incumbents may be requested to perform job-related tasks other than those stated in this description.

POSITION QUALIFICATIONS

1. High School graduate; College degree preferred.
2. Microsoft Office proficient.
3. Exceptional organizational and multi-tasking skills.
4. Excellent telephone and customer service skills.
5. Strong work ethic.
6. Time management skills required.
7. Demonstrates patience, flexibility, and a cooperative attitude.
8. Must be empathetic, non-judgmental, tactful, responsible and organized.
9. Must understand the team approach and be a supportive team member.
10. Must have and maintain a valid Michigan Driver's License, maintain automobile insurance coverage and have access to a reliable automobile.

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 made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee regularly is required to stand, walk, sit, use hand to finger, handle or feel objects, tools, or controls; and reach with hands and arms.

The employee frequently lifts and/or moves up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Employee Signature

Date