**Hire Date:**

**POSITION PURPOSE**

The Team Coordinator works under the direction of the Clinical Manager to support coordination of branch needs/activities including file management and coordination of agency personnel to serve the needs of clients, and working directly with clients, when applicable. Upholds Recover Care’s mission in every interaction.

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| **Position Expectation** | **Employee Self-Evaluation** | **Manager Feedback** | **Goals (include deadlines)** |
| **Embed Recover Care Mission in Every Interaction**   * Exhibits guiding principles of Recover Care and leads with integrity at all times * Regularly discusses mission and guiding principles with team members * Ensures ICare standards are being implemented and includes funding in annual budget * Serves as point of contact and support for ICare ambassador |  |  |  |
| **Client Experience (Quality)**   * Answers telephone calls and route calls or records/route messages to agency personnel * Conducts customer service calls to current clients * Manages regular client surveys and provides results to Branch leadership * Regularly notifies clients of changes in service scheduling * Relays client related concerns to branch leadership * Seeks to schedule best fit match to client and caregiver and provides updates, when applicable |  |  |  |
| **Clinical Outcomes (Compliance)**  ***Client***   * Assemble charts for newly admitted clients; collate and file all clients’ paperwork * Assist with client data entry * Track orders to physicians for verification * Follow through on unsigned orders/telephone orders per the Recover Care process * Relays information to appropriate parties in a timely manner * Deploys agency personnel to meet client needs, coordinating scheduling activities with the client and HHA * Maintains client schedules and enter scheduling changes into computer on a timely basis * Updates clients schedules as needed * Confirms client schedules weekly and ensures clients awareness of staff * Provides on-call staffing support on a rotational basis * Maintains chart order per Recover Care policies * Performs personal care tasks, including:   + Assistance with personal hygiene consisting of bathing, grooming & hair washing.   + Assist with food and diet activities Medication Administration   + Ambulation and Exercise   + Lifting, turning, positioning and transferring up to 30 pounds of weight.   + Dressing and undressing.   + Monitor, observe and report changes in client health.   + Accompany client to obtain necessary medical services.   + Additional nursing delegated tasks, as indicated by the Registered Nurse   ***Employee***   * Completion of new hire and rehire pre-employment process * Prepare and coordinate completion of onboarding consistent with employee orientation checklist * Assist with initial set up and return of assigned equipment and discontinuation of service as applicable to individual employee (i.e. cell phone, pagers, laptops, iPads) * Entry at hire and ongoing maintenance of all employee requirements including applicable initial, expiration and follow-up dates * Employee data entry into applicable systems at hire, status change and or termination to ensure timely benefit eligibility management and metrics reporting * Distribution and inventory of office access to appropriate personnel and assuring return when employee no longer with the company * Create and maintain employee file consistent with Recover Care record retention policies * Intake and coordination of work related injury reports, tracking and file |  |  |  |
| **Employee Engagement**   * Assist with scheduling of orientation for new staff * Set up of new employee work station * Assist with employee recruitment, as requested by Branch Administrator * Participates in and encourages a team-approach to ensure implementation of agency policies and procedures * Assists with coordination and setup of meetings and special events |  |  |  |
| **Growth/Finance**   * Respond to planned and unplanned changes in client/employee schedules through timely deployment of personnel * Time Card Verification * Ordering and maintaining accurate and appropriate inventory levels of office supplies, timesheets and marketing materials * Serves as a liaison with agency supply vendors |  |  |  |
| **Other Duties as Assigned**   * This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. |  |  |  |

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| **Performance Metrics –** To gauge an employee’s performance, results are measured using the following indicators and goals | **Actual** | **Goal** |
| Client Experience (Quality)   1. 95% of phone calls answered 2. Days staffed out for existing clients > 7 days |  |  |
| **Compliance**   1. Overdue orders do not exceed 3 days 2. Employee staff requirements report are sent weekly to Branch leadership |  |  |
| Employee Engagement   1. Staff meeting/event coordinated 1 time per month |  |  |
| Growth   1. Staff overtime < budgeted amount |  |  |
| **Employee’s Feedback / Goals:**  **Annual Review Summary:**  **In the next 6 Months, employee will:** | | |

**WORK SCHEDULE**

Standard 40-hour work week M-F, actual hours scheduled are dependent upon agency needs.

I, the undersigned have read the contents of this 6 Month Review. I understand the Recover Care Mission and Philosophy as well as the job description and understand that I am accountable for all the duties and responsibilities outlined herein.

Employee Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_