**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 Engagement1. Staff meeting/event coordinated 1 time per month
 |  |  |
| Growth1. 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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_