**POSITION:** RN Care Coordinator

**REPORTS TO:** RN Clinical Supervisor

**POSITION PURPOSE**

The RN Care Coordinator works under the supervision of the RN Clinical Supervisor to develop and implement care plans for clients, coordinating the clients' services. The RN Care Coordinator ensures that services are delivered according to licensing guidelines, professional medical standards and agency policies and procedures. Upholds Recover Care’s mission in every interaction.

**MAJOR RESPONSIBILITIES/JOB FUNCTIONS**

**Client Experience (Quality)**

* Completes visits as scheduled and arrives on time to visits
* Puts client preference first and promotes client independence
* Includes client in development of care plan initiatives
* Demonstrates compassion and empathy for clients and families and accepts emotional needs of clients
* Verbal communications with clients, client family members, and agency staff are conducted in a respectful, professional manner
* Respects professional boundaries as outlined in Recover Care’s employee handbook

**Clinical Outcomes (Compliance)**

* Performs client intake and all applicable comprehensive assessments and ensures accurate written plan of care within timelines established by regulation
* Ensures all new client requirements are met and client is provided with information regarding client rights and responsibilities
* Develops a plan of care based on comprehensive assessment and client preference that includes goals and interventions
* Performs periodic supervisory visits for unlicensed personnel per regulated guidelines
* Ensures unlicensed personnel are adequately oriented to client plan of care and competent in delegated nursing tasks
* Instructs clients, family members and primary care givers as needed to ensure the maintenance of or acquisition of optimal functioning level for each client.
* Maintains accurate client roster, with primary diagnoses and services provided
* Is accountable to updated and accurate plan of care for all clients on roster
* Responds promptly to reports of client change of condition, and updates plan of care, as necessary
* Reviews client’s plan of care and pertinent client medical data to determine the effectiveness of services provided every 90 days, at a minimum
* Investigates and takes appropriate actions on client or employee concerns/complaints
* Ensures effective coordination of client home care services through the timely completion of required documentation as well as the timely transfer of pertinent medical data to necessary parties to ensure seamless coordination of care
* Alerts supervisor immediately if documentation is unable to be completed at point of care and completes missing documentation within 24 hours of scheduled visit
* Provides input to the RN Clinical Supervisor/ Director regarding the need for formulation or modification of agency policies, procedures, and practices pertaining to client services.

**Employee Engagement**

* Assists with orientation and training of unlicensed personnel to meet the client's needs in accordance with agency policies and procedures
* Understands, and operates within, Recover Care’s Policies and Procedures
* Participates in required care conference meetings as scheduled
* Participates in quality assurance committees, as requested by the RN Clinical Supervisor
* Attends required staff meetings

**Growth/Finance**

* Ensures accurate billing for services rendered
* Promotes other Recover Care services, as appropriate, for client needs

**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.

**PERFORMANCE METRICS**

**Client Experience (Quality)**

1. Average score of 9 or better on Client Visit Experience survey

**Clinical Outcomes (Compliance)**

1. 100% regulatory documentation complete within 24 hours of client visit

**Employee Engagement**

1. 100% of assigned required training hours complete by deadline
2. 100% participation in staff meetings, unless otherwise approved by manager

**Growth/Finance**

1. < 5% of overtime hours worked are unapproved by Manager
2. <2% of revenue written off by service guarantees offered for negative client experience

**QUALIFICATIONS**

1. Must be able to sit, bend, or stand without restrictions and lift up to 30 pounds.
2. Must be a graduate of an accredited school of nursing and licensed in the State of service as a registered nurse.
3. A minimum of one (1) years prior nursing experience.
4. Prefer a minimum of 1 year of experience in Home Care
5. Proficiency in using mobile technology
6. Ability to Multi-task and work under time constraints
7. Passion to serve the aging population, demonstrating strong customer service skills at all times

**WORK SCHEDULE**

The work schedule for the RN Care Coordinator / Admissions Nurse (SOC) is flexible due to the changing needs of the clients served. The RN Care Coordinator / Admissions Nurse (SOC) is expected to be available evening and weekend hours to provide emergency assistance to clients and staff on a rotational on-call basis regarding service issues.

I, the undersigned have read the contents of 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. Also, I understand that if I fail to achieve to the provisions of the Recover Care Mission and this position description I may be terminated.

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

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