**POSITION:** Scheduling Coordinator

**REPORTS TO:** Administrator

**POSITION PURPOSE**

The Scheduling Coordinator works under the direction of the Administrator to support coordination of client and employee needs/activities including coordination of agency personnel to serve the needs of clients and ensuring employee compliance with regulations. Upholds Recover Care’s mission in every interaction.

**MAJOR RESPONSIBILITIES/JOB FUNCTIONS**

**Client Experience (Quality)**

* Answers telephone calls and route calls or records/route messages to agency personnel
* Ensures on-call calls are logged on on-call report in a timely manner
* Conducts customer service calls to current clients
* Manages regular client surveys and provides results to 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

**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
* Maintains chart order per Recover Care policies

***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 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, Payroll and Billing Verification
* Maintain appropriate inventory levels of office supplies and marketing materials. Work with administrator to order supplies as needed.
* Seeks approval for incentives paid and OT
* Implement opportunities to capture and maintain revenue
* Works closely with Administrator to project caregiver availability and marketing 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**

To gauge an employee’s performance, results are measured using the following indicators and goals

**Client Experience (Quality)**

1. 95% of phone calls answered
2. Days staffed out for existing clients > 7 days

**Compliance**

1. NPS rating of 25% or higher for previous measurement period
2. Overdue employee staff requirements < targeted amount.

**Employee Engagement**

1. Staff meeting/event coordinated 1 time per month

**Growth/Finance**

1. Staff overtime < budgeted amount
2. Cancelled hours by agency < budgeted amount

**QUALIFICATIONS**

* High school diploma or equivalent
* Bachelor’s Degree Preferred
* Knowledge of home care and/or medical terminology
* Experience working with computers and data entry
* Communicates in a clear and professional manner verbally and in writing
* Strong interpersonal and organizational skills
* Time management and ability to multi-task
* Must be able to sit and work at a computer monitor for extended periods

**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 the Recover Health 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 Health Mission and this position description I may be terminated.

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

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