

Care Coordinator

Looking for a career that highlights your Jenga and Kerplunk skills?

Then look no more – we might have the perfect position for you.

Heavenly care is seeking a care coordinator, a true professional juggler. We need someone who keeps the ball in the air while life and schedules are changing. And because of your attention to detail, you know when the time is right to make the shot and hit the goal. In the end game – everyone wins because of you.

Our care coordinators manage daily operations by connecting client's needs and schedules with our caregivers needs and schedules. Clients use our services for a variety of reasons at different times and days. You put client requests together and match them with caregivers who can exceed client's expectations. You are in competition with yourself when it comes to deadlines. You love them! You meet them! You set them!

We give you tools and training and you build a cohesive fine-tuned team to deliver extraordinary service.

Summary of Responsibilities while demonstrating company values, mission, policies and procedures:

- Create and coordinate schedules keeping clients, employees and the office aware of changes promptly
- Communicate consistently so that no schedules go unassigned (meaning you're on it so that clients get the help they so deserve and request)
- Accurately maintain client and employee records in database
- Forecast hiring needs based on current and potential clients (and have a back up plan as this will change)
- Interview, onboard, train, and supervise caregivers as well as recommend performance recognition or corrective actions
- Track staff absences and provide feedback to minimize unassigned shifts; otherwise you may have to pick up a shift!
- Review and approve weekly timesheets
- Participate in shifts with all new clients and/or new employees for smooth transition
- On call rotation of a 24/7 operation

Qualifications:

- Exceptional communicator – keeps everyone in the know and can know what information needs to be shared in a concise manner
- With a positive, helpful attitude, you see a problem, you address a problem and the problem is resolved
- Superior customer service internally and externally
- Ability to prioritize and direct resources and self to address priorities
- Ability to demonstrate solid judgment about patient care
- Capacity to grow, learn, develop skills, and work collaboratively with others while meeting company objectives
- Has fun and enjoys helping other do the same

Requirements:

1-2 years Scheduling, Private Duty or Senior Healthcare experience a Plus

Care Coordinator

1-2 years experience obtaining results, finding solutions, and building productive relationships

Supervisory experience

Computer experience in a variety of platform/software programs

Bachelor's Degree preferred not required

Job Type: Full-time

Pay: \$35,000.00 - \$37,500.00 per year