

DIVINE HOME CARE, INC

JOB DESCRIPTION: STAFFING & OFFICE ASSISTANT

POSITION SUMMARY

Primarily performs clerical/scheduling activities that facilitate agency operations. These activities include coordination of employee schedules with client wants/needs, processing intake information and communication with referral sources, hiring and continued employment decisions of employees in accordance with client schedules and needs.

Provides backup direct care support, coordinate and monitor and revise inservice and orientation needs, work in homes in all positions other than nursing, as required.

Greets visitors, receives incoming telephone calls and fax transmissions as delegated or needed. Transfer calls and faxes appropriately. Maintain a welcoming and clean environment.

Reports to: Branch Clinical Director, Administrator and Director of Operations

Oversees: HHA's, PCA's, Homemakers

QUALIFICATIONS

1. Current or Past CNA/HHA certification preferred or a minimum of two (2) year's experience in Direct Care as CNA or HHA.
2. Time management, organizational skills, and ability to function with minimal direction.
3. Experience working with staffing and scheduling preferred; preferably within a health care setting.
4. Current knowledge or ability to learn all state and federal employment laws including ADA and civil rights requirements.
5. Effective communication skills (verbal and written), documentation skills, interpersonal skills, and problem-solving skills.
6. Knowledge of the regulatory requirements for personnel in home health care.
7. Knowledge of medical terminology or a general medical background desirable.
8. Excellent telephone, communication, interpersonal, and documentation skills.
9. Computer literate or willing to be trained on a personal computer.
10. Speak, read, write, and comprehend English.

ESSENTIAL FUNCTIONS/AREAS OF ACCOUNTABILITY

1. Greet all visitors and answer incoming calls by the 2nd ring in a pleasant and proper manner with a welcoming demeanor and direct them to the appropriate person or department.
 - a) Answer incoming calls.
 - b) Maintain phone system as main operator for the Willmar office.
 - c) Maintain a clean and welcoming environment.
 - d) Keep personnel offices in a straightened and clean condition.
 - e) Maintain a confidential setting and assure that documents are in appropriate areas.
 - f) Keep a professional demeanor at all times.
 - g) Do not partake or initiate in brash or crude comments, loud belches or elevated conversations.
 - h) Personal calls and personal texting need to be accepted minimally while in the office. Request the caller to contact you at noon, breaks, or after office hours.

2. Assist with staffing and fill shifts for new clients when needed.
 - a) When Staffing Coordinator is out of the office, perform their duties as backup for schedules for services requested and provided to agency clients.
 - b) Assures that visits are filled within established time frames.
 - c) Completes documentation (paper and automated system).
 - d) Provides appropriate notification of schedule to employee, client, contract agency, supervisor, and others as appropriate.
 - e) Monitors overtime and mileage approval of employees.
 - f) Responds to emergency calls and arranges schedule accordingly.
 - g) Assist and follow through with staffing needs as necessary.
 - h) Personally fulfill in-home staffing needs as required or requested on an emergency need.
 - i) The staffing coordinator must assure that the required service visits are completed each day/week.
 - j) Participate in admission visits or initial visits to serve as trainer or as the initial staff in-home.

3. Assist with filing of timesheets or documentation as required or requested.
 - a) Review Timesheets for accurate services and scan into Home Solutions software.
 - b) Review timesheets for accurate hours and compare to schedule.
 - c) Familiarize self to client and staff charts so documentation can be located upon request and delivered if needed.
 - d) Prepares letters and other correspondence as directed.
 - e) Assemble mailings and send them in a timely manner.
 - f) Fulfill other requests as assigned.

4. Plans, directs, and participates in all recruitment and retention functions of the Divine Home Care field staff.
 - a. Develops and places recruitment ads
 - b. Accept and review applications
 - c. Interviews applicants for job openings.
 - d. Hires or refers candidates to appropriate supervisors.
 - e. Create Status Change Forms.

5. Provides direction to field staff and communicates with supervisors as needed to assure safe and effective coverage of client needs.
 - a. Assigns agency staff to clients as directed by the care plan and service request.
 - b. Assures employees receive complete and accurate directions and information about client needs.
 - c. Notifies client of staffing changes and monitors employee performance in areas of dependability, responsiveness, timeliness, and client concerns.
 - d. Participates in the evaluation and performance review of field staff.
 - e. Verifies time records with schedules.
 - f. Follows up with employee on scheduling problems.
6. Miscellaneous Office duties as Assigned
 - a. Bring outgoing mail to post office
 - b. Assemble Mailings and send them out daily.
 - c. Mail Out Private Pay Billing – Monthly
 - d. Assemble all New Client Packets as needed
 - e. Order client forms
 - f. Other duties as assigned.
7. Monitor and assist in managing all in-service needs (CEU's) and requirements for staff.
 - a. Responsible to alert staff to in-service requirements.
 - b. Maintain updated documentation in Willmar and HCN staff files.
 - c. Continuous update, entry and follow-through of employee requirements.
 - d. Schedule and follow through with orientation needs and files as needed.
8. Maintains confidentiality in all aspects of the job.
 - a. Respects the confidentiality of information in client and employee records.
 - b. Shares information in accordance with agency policy.
 - c. Protects documents in a manner that prevents unauthorized access.
9. Performs job in compliance with agency policies and procedures as well as community and professional standards.
 - a. Accepts responsibility in accordance with the role of the Staffing Coordinator.
 - b. Assures compliance with applicable state and federal standards.
 - c. Attends meetings and educational programs as required.
 - d. Accepts responsibility for personal and professional development.
 - e. Participates in the agency's ongoing quality improvement activities.
- 10.
11. Performs other related duties and responsibilities as assigned.

PHYSICAL/ENVIRONMENTAL DEMANDS

See ADA Requirements.

I have read and understand the above job description of a Staffing Coordinator.

Signed _____

Date _____

- Located Upstairs - Greet Staff & Other Visitors
- Primary Phone – answer by 2nd Ring
 - a. Maintain phone list for Willmar office.
 - b. Maintain and update voice mail for nights recording.
 - c. Maintain a confidential setting and assure that documents are in appropriate areas.
 - d. Personal calls and personal texting need to be accepted minimally while in the office.
 - Request the caller to contact you at noon, breaks, or after office hours.
- Staffing Back Up
 - a. Fill open shifts as needed, especially Home Health Aide visits for new clients, until permanent staff can be scheduled.
 - b. Assist with collection of past due timesheets & missed visits.
 - c. Complete all staffing when Willmar Staffing Coordinator is out of the office.
- Staffing
 - a. Staff for clients as needed.
- Primary - Timesheets
 - a. Print
 - b. Correct & Scan Willmar
- CEU's
 - a. Correct
 - b. Update Requirements in Home Solutions
 - c. Scan & File after signed by RN
- Scan & File
 - Scan & File CEU's, vacation requests, resignation letters, work comp papers, delegated nursing tasks, status change forms, Car Insurance, Driver's License, etc.
 - Maintains inventory of office supplies and medical supplies for Willmar office.
 - a. Establishes agency standards and appropriate reorder points.
 - b. Monitors supply needs and assure availability of supplies needed including ordering INR strips and lancets.
 - c. Remind staff that they may complete a Hepatitis B series of shots.
 - d. Takes responsibility for maintaining the office in an orderly and professional manner.
- Other duties as Assigned
 - a. Bring outgoing mail to post office
 - b. Assemble Mailings and send them out daily.
 - c. Mail Out Private Pay Billing – Monthly

- d. Assemble all New Client Packets as needed
- e. Order client forms
- f. Faxes
 - Monitors all faxes throughout day and directs to appropriate personnel and/or mailboxes.
 - Office Maintenance
 - a. Maintain a clean and welcoming environment. Assure all rooms in office building are straightened and in clean condition.
 - b. Keep counters and floors open and clean, garbage emptied and delivered to outside dumpster throughout each day.
- c. Prepares letters and other correspondence as directed.
 - Provide clerical support to agency management and supervisory personnel, RN Case Managers.
 - a. Familiarize and understand proper functioning and use of all office equipment and initiate maintenance needs.