

Staffing Manager

The Staffing Manager is responsible for all scheduling and coordinating care for a specific group of clients. The Staffing Manager is responsible for assuring that training, competencies and coordination of employees have been done with employees prior to providing client cares. The position reports to the Business Manager or General Manager.

Duties and Responsibilities:

1. Client Care and Scheduling of Employees.
 - A. Responsible for scheduling and maintaining continuity of client care for a specific group of clients.
 - B. Responsible for master schedule and daily updating of client and employee changes.
 - C. At a minimum, ensures that all clients are staffed with qualified employees prior to the end of the day for the next day. Notifies client and supervisor of any problems.
 - D. Provides input into the performance review of direct care staff.
 - E. Assures cares scheduled to be provided are appropriate and have been authorized by payor source(s).
 - F. Reports and documents pertinent information regarding:
 - 1) Change in scheduled hours
 - 2) Client and/or staff cancellations
 - 3) Sick calls
 - 4) Authorization for change in hourly rate, overtime and/or mileage
 - 5) Client complaints/concerns
2. General Office:
 - A. Maintains positive and effective communication with all staff and others. Understands and participates in team concept.
 - B. Maintains confidentiality of all information pertaining to clients, families, and employees.
 - C. Answers phones and directs calls to appropriate person.
 - D. Promotes a positive customer/employee service image.
 - E. Attends and participates in weekly client care meetings.
 - F. Assists in review of billing, payroll and CareWatch reports for accuracy and completeness in a timely manner. Works with billing department to ensure accurate and timely information for reimbursement.
 - G. Performs general clerical/office duties such as mail, filing, word processing and clinical record opening and closing.
3. Client Care:
 - A. Assures schedule of client care is implemented and adhered to.
 - B. Monitors client usage of hours and checks for over usage in the SAM system.
 - C. Assures that all client's authorization for services are current and quantity/type of services provided meet payer requirements.
 - D. Sends informational correspondence to clients and physicians as needed and as directed.
 - E. Participates in the after hours on-call process to assure staffing issues are resolved.

4. Personnel Management:

- A. Participates in the recruitment process including interviews, checking of references, writing conditional offer of employment and orientation of employees.

Physical/Environmental Demands:

Light to Medium - primarily desk work; some bending, stretching, handling supplies, light housekeeping, etc.

Exerting 20 to 50 pounds of force occasionally, and/or 10-25 pounds of force frequently, and/or 10 to 20 pounds of force constantly to move objects. Physical demand requirements are in excess of those for light work.

Qualifications:

1. One year post-secondary education and two years experience working with people. Three years experience working in a related field (i.e. health care, business administration, education) or minimum of two years scheduling or supervisory experience.
2. Good organizational skills and the ability to work independently.
3. Good written and oral communication skills.
4. Excellent computer skills. Willing to learn new software.
5. Knowledge of medical terminology and/or medical background desirable.
6. Ability to manage a variety of assignments while establishing priorities and assuring that necessary duties are completed.
7. Demonstrates dependability, maturity, tact and ability to follow instructions.
8. Pass initial and ongoing background studies and screenings including but not limited to those of the Minnesota Department of Health and the Federal Office of the Inspector General's List of Excluded Individuals/Entities.