



Job Title: Service Coordinator

FLSA Status: Non-Exempt

Pay Type: Hourly or Salary

(9/18)

Purpose:

The Service Coordinator assists with scheduling and coordinating client care. The Service Coordinator works cooperatively with all disciplines to provide total quality care to the client. The position reports to the Business Manager or if no Business Manager, the Clinical Manager or General Manager.

Duties and Responsibilities:

1. Scheduling and Client Care:
 - A. Responsible for scheduling and maintaining continuity of client care
 - B. Responsible for master schedule and daily updating of client and employee changes.
 - C. Ensures that all clients are staffed prior to the end of the day.
 - D. Verifies master schedule against weekly payroll/billing reports from Corporate to ensure accuracy.
 - E. Provides input into the performance review of direct care staff.
 - F. Reports and documents pertinent information regarding:
 - 1) Change in scheduled hours
 - 2) Client and/or staff cancellations
 - 3) Ill 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 absolute confidentiality of all information pertaining to clients, families, and employees.
 - C. Promotes a positive customer and employee service image.
 - D. Answers phones and greet visitors. Checks voice mail for messages.
 - E. Updates and creates OASIS data and Plans of Treatment on computer. Performs word processing and uses other computer software under the direction of the Staffing Manager or General Manager.
 - F. Attends weekly Team Meetings.
 - G. Assists in review of billing, payroll and reports for accuracy and completeness in a timely manner. Works cooperatively with billing department ensuring accurate and timely information for reimbursement.
 - H. Performs general clerical and office duties such as mail, filing, word processing and clinical record opening and closing.
 - I. Participates in the application/interview process as requested.

- J. Participates in the after hours on-call process to assure client care policies and procedures are followed and staffing issues are resolved.

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 to 25 pounds of force frequently, and/or greater than negligible up to 10 pounds of force constantly to move objects. Physical demand requirements are in excess of those for light work.

Qualifications:

1. Minimum of a high school diploma. 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. Strong organizational skills and the ability to work independently.
3. Excellent written and oral communication skills.
4. Computer skills and the ability to learn new software. Knowledge of Word and Excel a plus.
5. Knowledge of medical terminology or medical background desirable.
6. Ability to manage a variety of assignments while establishing priorities and ensuring 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.

I am capable of meeting the Physical/Environmental Demands and Qualifications listed, and I am not aware of any barriers to performing the Duties and Responsibilities of the Job Description.

Employee Name (printed): _____

Employee Signature: _____ **Date:** _____