Summary Provides support with the daily activities of a medical office including scheduling, telephone coverage, communication, and client quality audits. Full-time, salaried position.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Maintains confidentiality / adheres to HIPPA requirements and agency's policy and procedure manual.
- Maintains a professional appearance by dressing in required dress protocol.
- Attend staff meetings, attend/complete 6 hours of annual in-services, and participates in orientation of new employees.
- Answers telephone and either responds to inquiry or directs caller to appropriate personnel.
- Provide in-home services when no other Care Professionals are available.
- Determines and records work assignments in computerized scheduler according to worker availability, job classification, and preferences.
- Adjust schedules to meet emergencies caused by extended leave or increased client demands.
- Records when appointments have been filled or canceled.
- Collects and distributes paperwork, such as client check sheets, time cards, or reimbursement forms.
- Process employee time-off requests and availability changes.
- Performs quality assurance audits with clients ensuring needs are met, any changes to condition or schedule, and clients' opinions of the employees.
- Documents information obtained during all quality assurance audits consistent with company policies and procedures.
- Communicates significant issues or developments identified during quality assurance audits and provides recommended improvements to management.
- Perform audits on client records.
- Participates in the On-Call rotation.
- Assist with Employee Spot Checks.

Supervisory Responsibilities
This job has no supervisory responsibilities.

Expectations To perform the job successfully, an individual should demonstrate the following:

- Customer Service
- Complete Tasks
- Organization
- Problem Solving
- Safety
- Attention to Detail
- Professionalism
- Keep Commitments
- Motivation
- Attendance/Punctuality
- Communication Skills
- Initiative
- Adaptability
- Teamwork
- Productivity
- Change Management
- Leadership
- Supervision

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience
One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience

Language Skills
Ability to read and comprehend simple instructions, short correspondence, and memos
Ability to write simple correspondence
Ability to effectively present information in one-on-one and small group situations to clients and other employees of the organization

Mathematical Skills
Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's
Ability to perform these operations using units of American money and time

Reasoning Ability
Ability to understand instructions furnished in written or oral form
Ability to deal with problems involving variables in standardized situations

Computer Skills
To perform this job successfully, an individual should have knowledge of Database software; Internet software; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations
Current driver's license
Licensed & insured vehicle
Certified Nurse Aide or ability to obtain training as a Personal Care Aide

Other Requirements
Willing to travel to work with any client
Available to work every other weekend and every other holiday
Genuine compassion for the elderly and disabled

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is frequently required to sit; reach with hands and arms; talk and listen. The employee is occasionally required to stand and walk. The employee must be able to lift and /or move up to 50 pounds.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Typical office environment