

## Job Description – Service and Staffing Coordinator

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**Place of Employment:** Loving Homecare Office, and houses of clients and prospective clients as needed

**Accountable to Loving Home Care** Reports to Office Manager (who is under supervision of President/ Owner)

**Job Summary:** Under the supervision of President/Owner, the Service and Staffing Coordinator (SSC) will be the primary liaison and representative of the company to the caregiving workforce, and to assigned clients. Most crucial responsibilities and areas of results-based performance are scheduling caregivers to cover client care-plan required shifts and other client shift requests, providing staffing in call-out and emergency situations when caregivers are not able to make their assigned shifts, and seeking feedback from caregiver and client on changes in staffing hours or care plan requirements. Also oversees client care by providing all necessary materials for caregivers to document and report care at clients place of care, to collect, review, and assess care logs, etc. SSC is also to (either oneself or through delegation to others or through feedback of Office manager and President) do performance and care assessment through visitation of client and caregiver, and to assess that care is being appropriately provided to company standards of excellence.

**Work Hours:** This position is a 25-40 hour per week position (non-exempt), with hours worked normally being during company office hours (8:30-5:00 pm). Shifts during evenings and weekends may be required for visiting clients and/or prospective clients, and for working assigned nights and weekends to respond to inbound company phone calls (typically 5 weeknights and 2 weekend days per month).

**Work Duties:** The following list of duties is a guideline of possible duties to be performed independently or as a group of duties in the course of working with the client. The SSC duties are not limited to those listed.

**A. Staffing (approximately 60% of time)**

- Staffs all open shifts per client care plan or client request. Expectation is that at a minimum all shifts for the following week are staffed as of end of business day the Friday before, if not further ahead.
- Keeps active communication and knowledge of caregiver availability recorded and updated to assist self and others performing staffing assistance with information to make staffing decisions quickly and effectively
- To provide feedback on caregiver responsibility, punctuality, performance, attitude, and client feedback to Office Manager for employee performance management purposes
- Maintains accurate information on caregiver time reporting. Shares information with Office Manager for billing and payroll, and assists Office Manager as needed for billing and payroll responsibilities
- Assists with answering and responding to inbound company phone calls on a rotational basis (usually 5 weeknights and 2 full weekend days/month)
- Assists in posting recruitment adds, marketing of caregiver positions, screening and interviewing, onboarding and training, continuous education, and overall development of actively employed caregivers of company
- Ensures that all employee files and client files are organized and maintained according the standards of state/federal government policies and procedures, and to company policies, procedures and performance expectations
- Shares responsibility with all staff in protecting information of clients and employees

**B. Client Care and Care Plan Management (approximately 40% of time)**

- Maintains accurate care plans for all assigned clients, ensuring that client and client family requests and hospice, nursing, or other medical professional care needs are up to date for caregivers to perform highest and best care possible
- Handles feedback from clients and client families, and feedback from caregivers, to identify changes in staffing, hiring, care plan, or company performance that may help company improve in executing its vision of care
- Ensures that care plans medication and other medical components are up to date and executed to overseeing medical parties' instruction
- Handles interpersonal conflict situations between caregivers, clients, and each other. Involves Office Manager and President as necessary
- Ensures annual employee performance reviews are conducted within the first quarter of year end, and that reviews provide specific and honest feedback and clear direction on how each direct report can improve performance and develop skills to grow within organization
- Helps set a healthy, positive, enjoyable, encouraging, and performance focused company culture

### Required Qualifications

1. Valid driver's licence and reliable transportation
2. Passing Criminal Background Records Check, complete a Criminal Record Statement LIC 508 with the Department of Social Services for the State of California, and have LiveScan fingerprinting completed or on file with the State of California within the last 3 years
3. Ability to work independently, proactively, and seeks to provide innovative ideas to help improve company care, compliance, efficiency, and performance
4. Excellent and professional communication and listening skills. Ability to understand, navigate, and mediate interpersonal conflict between employees and between clients and employees
5. Compassionate, patient and caring nature
6. Able to work in a stressful environment, and mentally fit to handle demands of families under stress
7. Experience managing offices, including having systems for filing, organization, retrieval, information security, process development and improvement
8. Experience in hiring, developing, and raising up effective new members to the company (both office and caregiver positions)

**Preferred Qualifications**

1. Previous administrative or leadership experience in the home care/ senior care industry
2. Experience with staffing in a high-demand environment

**General Notes:**

The SSC position requires being able to make fast and appropriate decisions in emergency and high stress situations

The scope of duties described in this document may not include all duties to be performed by the SSC and is subject to change.

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Manager or Supervisor's Signature

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Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date