

**Job Title/Position:** *Intake/Schedule Coordinator*

**Reports To:** *Client Services Supervisor*

## **JOB RESPONSIBILITIES**

1. Handles all telephone calls regarding scheduling and coordination of service delivery personnel to meet client scheduling needs.
2. Accepts assignments from the supervisor or designee.
  - A. Schedules personnel
  - B. Contacts individuals assignments and scheduling
  - C. Receives a comprehensive "report" of staffing and service activity from the on-call coordinator
3. Coordinates client requests for service.
  - A. Accurately completes the master schedules as needed and notifies clients regarding the status of their services
  - B. Ensures that services are provided by the most qualified person available
  - C. Notifies clients in a timely fashion if an employee is not available as originally scheduled. Makes every attempt to refill the request
  - D. Assists in determining client needs and provides general information regarding services
4. Coordinates personnel scheduling requests as able.
  - A. Accurately records employee availability and coordinates availability with service requests

- B. Notifies personnel in a timely fashion if the client cancels a request. Makes every attempt to reschedule agency personnel on another assignment
  - C. Contacts personnel, as needed, to request availability to work
  - D. Maintains an accurate telephone log of all communications with agency personnel
5. Consults with the care coordinator or supervisor for clinical and administrative issues.
- A. Clients needing initial or emergency assessments
  - B. Inability to fill a critical shift
  - C. Client complaints unable to be resolved
  - D. Service delivery personnel complaints or issues unable to be resolved
  - E. Clinical issues or problems needing the attention of a nurse
6. Provides "on-call report" to the supervisor each evening
- A. Reports status of assignments given by the supervisor that day
  - B. Reports service requests received during office hours and the status of the requests
  - C. Reports information received from or about personnel including:
    - 1. Availability received (dates, times, etc.)
    - 2. Changes in personnel status (active, inactive, part-time, etc.)

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3. Changes in personnel addresses, phone numbers, etc.
4. Problems in scheduling or actions requiring disciplinary action
5. Any other information which might be useful to the supervisor in providing quality services to clients

## **POSITION QUALIFICATIONS**

1. Is a high school graduate or equivalent; preferably has an Associate's Degree
2. Two years' experience in a scheduling position, preferably in private duty or home care.
3. Has an ability to market aggressively and deal tactfully with customers and the community.
4. Has knowledge of corporate business management, governmental regulations, and private payer practices.
5. Demonstrates good communications skills, negotiation skills, and public relations skills.
6. Demonstrates autonomy, organization, assertiveness, and flexibility and cooperation in performing job responsibilities.