



Legacy of care and service since 1974

JOB DESCRIPTION

Registered Nurse Home Care Coordinator

Position Summary:

The Nurse Home Care Coordinator is responsible for overseeing the provision of non-medical home care services for Traycee Home Care clients. Duties include meeting with prospective and current clients and families to assess needs and create a plan of care, monitoring caregiver adherence to the plan, and conducting regular caregiver supervisory visits with provision of additional caregiver training and coaching, as needed. Collaborates with office staff to ensure accurate and current information regarding client care and caregiver competency. Responsibilities also include participating in training and assisting in new staff orientation of newly hired caregivers, and providing annual performance reviews of caregivers, including review and grading of annual study guides.

Collaborate and participate in community outreach events to support business growth and relationships, including participation in caregiver job fairs, community health education programs, and other special events to promote and showcase Traycee as a preferred provider of Home Care services. Work collectively with Traycee Nurse Coordinators to develop and refresh caregiving training and competency materials including specialty training in dementia, Parkinson's Disease, and other neurologic / orthopedic conditions.

Client Assessment & Care Coordination:

- Listens, assesses, and identifies the unique needs, interests, and personality of clients and families to create customized Client Service Plans.
- Communicate professionally with health providers and families to ensure that service plans are integrated and supported.
- Communicate instructions to office team and assigned caregivers to ensure that Client Service Plans are adhered to. Meets with and provides customized training to caregivers, when needed.
- Document communications with client, family, providers, and ancillary services.
- Maintains client records in accordance with agency's policies and procedures adhering to strict client confidentiality.
- Participates in weekly Nurse meeting and monthly staff meetings. Triage client problems and emergencies including caregiver supervisory visits, when needed.
- Monitors service plans and progress, alerting client health providers, family, and Traycee office team to concerns or changes in health and response to care.
- Schedules and conducts nurse supervisory visits according to company policy. Document caregiver performance. Provides revised Client Service Plan when needed.
- Review caregiver progress notes. Communicates with caregivers regarding concerns or discrepancies in documentation, when needed.
- Compile and provide all client documentation, including service agreements, consent forms, client service plans, and caregiver performance documents to office team per company policy to ensure timely initiation, recording and tracking of service and staffing.
- Ensure effective Transitions from hospital to and/or home hospice Care and visa versa
- Facilitate high levels of customer satisfaction with a positive communication chain with the client/family through proactive outreach.
- Provides after hours and weekend advice as needed to on-call staff. When available.



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Caregiver Training & Supervision:

- Train and orient newly hired Certified Nurse Assistants / Caregivers to ensure all caregivers meet home care credentialing standards.
- Supervises and coaches Certified Nurse Assistants / Caregivers to identify needs for added training. Provides specialized training, when needed,
- Collaborates with office and nurse care manager team to conduct annual performance reviews, including grading of annual study guides.

On-Call – PRN:

On occasion provide support to the on-call office personnel in regards to:

- Responds to telephone inquiries addressing urgent issues with caregiver schedules or client needs / concerns / emergencies.
- Promptly relays highly-sensitive and urgent issues to staff leadership.
- Helps determine need for reassignment of caregivers and schedules accordingly.
- Follows emergency protocols including contacting 911 and alerting family.
- Documents all On-Call inquiries and actions taken

General Office Support:

When in the office be ready and willing to:

- Answer and triage daily calls and messages from prospective and current clients and caregivers as necessary.
- Collaborate with office team in review of progress notes.

Minimum Qualifications:

- Licensed Registered Nurse. IDPH Home Care experience/knowledge, preferred.
- High attention to detail. Proficient in managing multiple tasks and managing schedule to ensure timely delivery of care.
- Strong organizational and interpersonal skills. Ability to anticipate needs and communicate agency commitment to quality service.
- Works professionally under pressure and in situations that demand patience, tact, and positive persistence.
- High customer service performance. Effectively assess client / family needs. Collaborates efficiently and effectively with staff.
- Proactive, independent and creative thinker with high flexibility and problem-solving skill.
- Has car and is able to drive to client residencies.