

Christian Health Care Center

Mission: *Providing skilled health care services with compassion and love in Christ's name.*

JOB DESCRIPTION

TITLE: House Manager/Admissions Coordinator
REPORTS TO: Administrator
FLSA STATUS: Non-Exempt, Hourly

JOB SUMMARY: This position is responsible for the overall supportive role to our week-end staff and for the intake and coordination of admissions into the facility, from the completion of admissions/financial paperwork to the personal, one-on-one care given to assist the resident in feeling comfortable and settling in to the new environment.

ESSENTIAL JOB FUNCTIONS:

1. Works alongside employees to promote a team effort and maintain the highest quality resident service.
2. Good attendance is an essential requirement of this position.
3. Respects and abides by Resident Rights.
4. Maintains confidentiality in all things relating to residents.
5. Addresses calls from staff related to staffing and address and staff as needed.
6. Serve as a point person for staff and resident concerns and facilitate resolution.
7. Receives and documents information on prospective admissions and inquiries about facility in person, through Epic, telephone, e-mail, fax or other sources.
8. Utilizes the admission intake forms and checklists to assure completion of each step of the process.
9. Provides facility tours for prospective patients, family/support and other interested parties.
10. Completes intake form to identify all necessary aspects of information to address appropriate placement.
11. Communicates with facility departments regarding pending and scheduled admissions and disseminates paperwork.
12. Maintains contact with referral sources as needed to assure all needed information, orders, etc. are in place prior to arrival of the admission.
13. Provides thorough hand-off to other admission staff for continuity and successful follow through.
14. Alerts CHCC staff to areas where they may assist in a smooth and successful transition.
15. Acts as a liaison with referring agencies, organizations and institutions.
16. Maintains a waiting list for those prospective admissions seeking placement.
17. Maintains standards of non-discrimination by addressing prospective admissions without regard to race, religion, gender, pay status.
18. Completes financial paperwork with patient or designated representative. Distributes paperwork to appropriate departments.
19. Perform nursing roles as needs are identified (i.e. cart nurse, direct caregiving)

OTHER JOB FUNCTIONS:

20. Performs other duties as assigned by supervisor.

WORKING CONDITIONS AND EQUIPMENT USED:

Work is performed in a fast-paced patient/resident environment with frequent interruptions. Incumbent must be team-oriented and work collaboratively with staff, demonstrating excellent communication skills. Incumbent must be able to effectively utilize computers and various software, computer printers, photocopier, telephone system (multiple line), and fax. May visit off-site areas as required to assist with patient care, intake assessment, and providing community resource knowledge. Travel outside local area may be needed to attend seminars or conferences.

QUALIFICATIONS:

Knowledge, skills and ability to:

- Basic understanding of medical terminology.
- General knowledge of long-term care Medicare rules and ability to relay related information to resident's family
- Excellent verbal and written communication skills; ability to convey information effectively.
- Demonstrated interest, skills, and ability in working with and understanding the needs of a variety of people.
- Ability to maintain and safeguard the confidentiality of patient information.
- Ability to identify admission related concerns.
- **Strong** organizational skills and attention to detail.
- Establish and maintain constructive relationships with residents and their families, community, and other departments.
- Proficient with various software (i.e. Microsoft Word, Excel, and Outlook).

Education and Experience:

- High school diploma/GED
- LPN/RN preferred
- Experience in SNF or medical facility preferred.

GENERAL PHYSICAL REQUIREMENTS:

Requires ability to move throughout the facility on a consistent basis. Must be able to lift and carry general office supplies and equipment weighing up to 20 pounds. Must be able to push and maneuver a wheelchair throughout the facility. Position requires hand manipulative skills for word processing and writing. Must be able to hear verbal conversations over the phone and in-person with background noise. Must be able to consistently identify objects and persons at a distance and read fine print on medical records and forms.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment nor do they alter the at-will nature of the party's employment relationship. The employer retains the discretion to change and alter this description at its discretion.