



At Home Care

"Home Is Where the Heart Is!"

Job Title: Client Services Coordinator

Job Purpose: The Client Services Coordinator will assist in accomplishing projects by assisting with the intake coordinators for referrals, client retention and other organizational duties. The Client Services Coordinator will report directly to the CEO. This professional staff shall perform activities that facilitate access to and the determination of Medicaid eligibility for individuals seeking services. The Coordinator expedites the individual's application for determination of eligibility and participation or maintenance in a Medicaid program. The Client Services Coordinator is responsible for performing telephone, on-site, and/or in home screening to determine potential Medicaid program eligibility. This entails social service "triage" work, linking high risk elderly clients and their caregivers to Medicaid programs and other support services. Documentation; client tracking, and reporting are critical components of this position.

Job Description:

- Determine the individual's needs and screen for potential eligibility for Medicaid-related services, utilizing a standardized screening instrument.
- Provide new referral intake coordination.
- Provide efficient, timely and consumer friendly services to facilitate the Medicaid eligibility application and review process.
- Provide necessary forms and package all forms in preparation for Medicaid eligibility determination.
- Assist the individual in collecting and gathering required information and documents for the Medicaid application. This assistance may be provided in the individual's home. The activity includes assisting the potential applicant, as a secondary resource to family members and care providers, in gathering information and completing an application for Medicaid benefits.
- Refer the individual to the local (or co-located) Department of Social Services staff to make application for Medicaid benefits. Coordinate with these staff regarding eligibility matters for Medicaid eligible or potentially eligible individuals.
- Assist in obtaining the Physician Referral form for Medicaid probable individuals and coordinate with Marketing.
- Assist in tracking the Medicaid applications through the eligibility process.
- Build relationships with and educate service providers and other professionals to facilitate referrals and increase awareness of Medicaid resources.
- Develop, compile, and/or distribute literature about the benefits, eligibility requirements, and availability of Medicaid programs and services of the agency.

- Provide referral assistance for at-risk potential Medicaid probable clients, identifying the type of services needed, and connecting the clients with the appropriate agencies. Comply with follow-up and reassessment policies to monitor client status.
- Assist the Marketing Team with nursing home diversion and nursing home transition clients, as applicable.
- Report suspected adult abuse to the Adult Abuse Hotline.
- Act as a client advocate in complex service delivery system and maintain an open line of communication for at-risk seniors and their caregivers to ensure good customer relations and to watch over system efficiency and protocols.
- Produces information by performing general clerical duties including transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text (documents, reports and correspondence), data, and graphics.
- Assists in communication by answering, screening and transfer inbound phone calls.
- Conserves executive's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; initiating communications.
- Completes operational requirements by scheduling and assigning administrative projects; expediting work results.
- Represents the executive by attending and speaking in meetings in the executive's absence.
- Welcomes guests and customers by greeting them, in person or on the telephone; answering or directing inquiries.
- Maintains customer and employee confidence and protects operations by keeping information confidential.
- Completes projects from assignment to following up on results.
- Prepares reports by collecting and analyzing information.
- Secures information by completing data base backups.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications.
- Attend staff meetings, In-services and any continue education and training.
- Completes other duties as assigned.

Physical Demands/Working Conditions

- This position is based on responsibility for At Home Care assisting in new client intake. Establishes strong and appropriate relationships with Advisory Board, committees, volunteers, staff and clients.
- Plans and meets deadlines. Maintains a flexible work schedule to meet the demands.
- Conveys a professional, positive image and attitude regarding At Home Care.
- Demonstrates commitment to continued professional growth and development.
- Lifting a minimum of 20 lbs. is also required.

Qualifications

- Have a Bachelor's Degree from an accredited college or university in a human services related field with experience as a caseworker, case manager, intake specialist, nurse or related work experience with the long-term care client population, preferably Medicaid related experience; or Have an Associate of Arts Degree from an accredited entity in a

human service related field and a minimum of one year experience as a caseworker, case manager, intake specialist, **or** related work experience with the long-term care client population, preferably Medicaid related experience

- Knowledge in the following areas is required: People Skills; Marketing; Branding; Public Speaking; Fostering Teamwork; Planning; Building Relationships; Initiative ; Customer Focusing; Oral and Written communications.
- A high level of personal skills is required to make formal presentations to groups and to deal effectively with people from all segments of the community.
- The individual must be comfortable with diversity and respectful of a wide range of faiths, beliefs and experiences.

Communication Skills

- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

- Become and remain proficient in all programs for the functioning of At Home Care
- Become and remain proficient in all programs necessary for At Home Care. Must have a working knowledge of Microsoft Office (Outlook, Word, Excel, and Power Point) and the ability to become knowledgeable in other internal software programs.

No phone calls please.

Interested Candidates should apply online and upload a resume to www.AtHomeCareStLouis.com