

**BROCKTON VISITING NURSE ASSOCIATION
JOB DESCRIPTION**

TITLE: TEAM COORDINATOR

REPORTS TO: CARE COORDINATION SUPERVISOR

POSITION SUMMARY:

The Team Coordinator is responsible for providing clerical and administrative support necessary to assure delivery of clinical care for the patient and staff of a given interdisciplinary group, coordination of the paper flow from the teams in the group, data entry of documentation and communication with patients, physicians, and staff. The Team Coordinator will adhere to HIPAA/WISP policies to maintain the confidentiality of PHI. The Team Coordinator's role is crucial to the functioning of the teams, serving as the front line response to calls directed to the team and the efficient management of these calls. Demonstrates proficiency with the electronic medical record.

RESPONSIBILITIES:

- In conjunction with the Team Coordinator Supervisor (TCS), accepts referrals from Intake and assigns to case manager (RN or PT).
- Completes the scheduling for professional and paraprofessional staff based on a variety of factors. Manages staff member(s) geographical area(s) when scheduling visits.
- Performs review of the EMR to assure accuracy and completeness of data according to established guidelines. Notifies Clinician and/or Manager regarding any concerns.
- Assigns patients to the appropriate interdisciplinary team members taking into consideration timeliness of admission, timeliness of ROC and appropriate discipline i.e. RN, LPN.
- Coordinates the weekly case conferencing schedules with Clinical Manager.
- Maintains effective communication with field staff and Clinical Manager.
- Schedules meetings as requested by the Clinical Manager and takes minutes as needed.
- Tracks and reviews field staff daily schedules.
- Faxes lab results to physician offices and IV vendors.
- Responds to all telephone calls directed toward the team and passes on appropriate information to team members.
- Answers phone calls from receptionist and triages, forwarding calls to appropriate Clinical Manager.
- Ensures workflow processes are timely: logs and tracks referrals and submission of admission/discharge documentation within 24 hours.
- Maintains clinicians' vacation/time off calendar as approved by Clinical Manager
- Assists with preparation of weekend work.
- Provides exemplary customer service to all internal and external customers.
- Demonstrates accountability and follow through of all designated tasks.
- Demonstrates commitment to the clinical team members and associated patients.
- All other related duties as assigned.

QUALIFICATIONS:

- High School diploma or equivalent required
- Minimum two years office experience, preferably in a health care environment
- Knowledge of medical terminology

- Computer/data entry skills
- Excellent organizational/communication skills
- Able to handle multiple tasks
- Adheres to Agency’s confidentiality policies
- Exemplary customer service skills
- Ability and willingness to follow up on completion of all duties and team responsibilities

STANDARDS:

Demonstrates a commitment to the provision of high quality home health services, community education, and health promotion outlined in the Mission Statement, to our values and Service Excellence Standards that include: Partnership, Ownership, Excellence, Client-Focused, and Innovation. Demonstrates skills to assist provider staff and to follow through to meet deadlines and timeframes. Adheres to Agency’s and Professional Code of Ethics. Communicates a positive image and working philosophy of the Agency and establishes and maintains a professional relationship with patients, coworkers, and others.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

- () New
- (X) Revised

Date: May 29, 2015

Employee Signature

Date: _____

Manager Signature

Date: _____

S/HR/Job Descriptions/New – Jan 2013/Team Coordinator