

Cherokee Elder Care

Job Title: Scheduling Coordinator
Prepared: 11/5/2014,
Revised: 03/10/2017, 08/06/2019, 09/14/2020, 04/20/2021, 03/07/2022
FLSA Classification: Non-Exempt
Supervisor: Center Manager
Other: Safety Sensitive Position

Approval: Connie Davis MSH RN **Date:** 3-8-2021

Job Summary

The **Scheduling Coordinator** is responsible for coordinating and scheduling all outside and internal appointments for CEC participants.

Essential Job Functions

- Will appropriately prioritize and accurately processes medical provider orders for contracted services, by scheduling appointments with outside vendors in coordination with CEC transportation managers, preparing proper paperwork, communicating with participants and/or caregivers and with medical providers and nurses as necessary.
- Maintain lists of essential contact information for outside vendors
- Maintain calendar of appointment dates and times
- Required to regularly perform some medical records and internal scheduling duties, and may be required to fulfill those duties in any absence of other office staff
- Files documents accurately and on a daily basis
- Requests, receives, and sends medical records in accordance with HIPAA.
- Communicates participant changes to team members
- Maintains strict confidentiality of all participant and personnel information
- Communicates daily appointments with the **Medical Records Coordinator**
- May be requested to fill in or assist as needed for the **Medical Records Coordinator**.
- Requires **occasional** use of personal vehicle for business purposes.
- All other duties assigned by **Center Manager**.

Core Job Functions for All Staff

- Attends and participates in staff meetings, in-services, projects and committees as assigned.
- Adheres to and supports the facilities policies, practices and procedures.
- Accepts assigned duties in a cooperative manner and performs all other related duties as assigned
- Participates on task groups and committees, including the Quality Improvement Program

Working Conditions/Physical Demands

The working conditions and 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.

Working conditions and physical demands include:

- Ability to walk, sit and stand for extended periods of time.
- Ability to access all areas of the facility throughout the work day.
- Ability to hear, talk, taste and smell.
- Vision ability includes; peripheral, color, long distance, close proximity, depth perception and adjusting levels of focus.
- Ability to lift up to 50 lbs and move people/objects both short and long distances. (Staff are required to obtain assistance when attempting to lift or transfer objects over 50 lbs)
- Ability to move about with reasonable accommodation, reach turn, twist and touch.
- Requires constant hand grasp and finger dexterity; frequent sitting, standing, walking and repetitive leg and arm movements, occasional bending, reaching forward and overhead; squatting and kneeling.
- Ability to communicate verbally with an excellent comprehension of the English language.
- Work environment will fluctuate repeatedly throughout the day. Work is performed both indoors and outdoors in varying weather elements and occasionally inside of a vehicle.
- Working conditions can include exposure to odors, fumes, infections, dust, and dirt; which may be objectionable

Knowledge, Skills and Abilities

- Must have excellent written, oral and interpersonal skills including professional phone etiquette.
- Must have flexibility with work schedule and a high level of personal integrity.
- Must have working knowledge of physical, psychosocial, behavioral and family needs of the elderly.
- Must have knowledge of community health, social service delivery systems and the aging provider network within the service area.
- Must demonstrate on an ongoing basis the ability to develop and maintain good working relationships with co-workers and department heads while retaining strict confidentiality in all aspects of the position.
- Must have strong computer skills including 10key, typing, scanning and emailing while utilizing electronic health records, Microsoft Excel, Outlook and Word.
- Must have experience utilizing office equipment including phone systems, photocopiers and fax machines.
- Must be detail and accuracy oriented and complete tasks in a timely manner.
- Must be a team player with leadership ability.
- Must attend continuing education courses as needed.

Required Education, Licensure, Experience & Health

Education:

- High School Diploma or GED equivalent

Licensure:

- Current CPR certificate and first aid training
- Current Driver's License
- Current Vehicle Insurance in compliance with the Cherokee Nation Motor Vehicle Usage and the CEC Transportation Policy and Procedure
- A motor vehicle report (MVR) will be completed upon selection and then annually throughout employment. MVR must meet Cherokee Nation Risk Management driver eligibility criteria.

Experience:

- Must have 1 year of experience with a frail or elderly population
- Must have 2 year experience utilizing medical terminology
- Must have 2 year of customer service experience
- Must have 2 year experience utilizing electronic health records

Employee Health:

- Must be cleared of all communicable diseases upon hire and subsequently throughout employment
- Must provide proof of immunizations upon hire and subsequently throughout employment

Acknowledgement:

I **agree** to abide by the philosophy, practices, and protocols of the PACE organization.

I **have read** the above ***Scheduling Coordinator*** job description and fully understand the requirements set forth therein. I meet all the requirements of this position, and I can perform all essential functions of the job. I agree to abide by the requirements set forth in this document.

I **understand** the contents of this job description are presented as a matter of information only and as to Cherokee Elder Care's expectations for this position. This job description is not intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time or for any specific type of work.

Furthermore, Cherokee Elder Care reserves the right to interpret, amend, modify or cancel, terminate or withdraw any or all sections or provisions of this job description at any time with or without notice.

Employee Signature

Date

HR Manager or other CEC representative

Date