

A Better Alternative to Senior Care Inc.

OFFICE SUPPORT JOB DESCRIPTION

The Office Support Team reports to the Administrator and or Director of Nursing of ABATSC. She/he will be responsible for all clerical duties of a similar nature. She/he will work directly with other Office Personnel and Supervisory Personnel as required. The following is a list of qualifications and responsibilities pursuant to the position of Office Support:

QUALIFICATIONS/SKILLS:

- Must have excellent office skills: Filing, Typing, Communication (Answering Phone and Receiving Visitors), and other basic skills as required.
- Must display good office decorum (positive, cooperative attitude).
- Must maintain a well groomed appearance and adhere to office dress code.
- Must be able to abide by Company policies, rules and procedures.
- Maintains confidentiality on employee, clinical, and other information discussed within the office.
- Must be able to perform other clerical duties when requested.
- Must display good punctuality and absence control according to Company Policy.

RESPONSIBILITIES:

- Required to compile reports for management.
- Maintain personnel files, and file correspondence.
- Maintain logs for 19 eligibility forms
- Monitor and update current identification for all employees to ensure State compliance.
- Responsible for maintenance of Client Charts.
- Responsible for Records Review Data input and maintaining compliance log.
- Typing various documents when required.
- Filing when required.
- Handle Reception Area when required (answering phones and receiving guests, as well as assist field employees receiving proper paper work in order for them to conduct their assignments accurately)..
- Responsible for alternate fill in for other office personnel when required.
- Responsible for documenting client complaints into complaint log and forward to appropriate Supervisor or individual for handling and/or resolving.
- Responsible for ensuring quality assurance by contacting Clients to inquire on satisfaction of Agency Services rendered, and maintain log for same.
- Responsible for monthly update on prior authorization for all Insurance Carriers as it pertains to each client.
- Responsible for acquiring referrals in the Community for potential Clients and qualified staffing.
- Responsible for coordinating and conducting Agency Orientations for Home Health Aides.
- Responsible for contacting Physicians' Offices by phone and by visiting Physicians' Offices to obtain required signatures for Client documents.
- Other duties may apply as needed.

EMPLOYEE SIGNATURE

Date: _____

ARB 07/15/15