

Administrative Support Staff

The Administrative Support Staff plays a crucial role in the smooth operation of Staying Home Care. They provide essential support to the management team, caregivers, and clients, ensuring efficient communication, organization, and problem resolution. The core responsibilities include, but are not limited to:

Key Responsibilities:

1. **Telephone Management:** Efficiently and professionally handle incoming calls, providing accurate information, directing calls to the appropriate personnel, and taking detailed messages when necessary. Ensure timely follow-up on all phone inquiries.
2. **Communication Hub:** Act as a central point of contact for communication between clients, caregivers, and management. Relay information accurately and promptly to all relevant parties.
3. **Problem Solving and Issue Resolution:** Address and resolve day-to-day administrative issues, client concerns, and caregiver inquiries. Escalate complex problems to the appropriate management personnel as needed.
4. **Scheduling and Coordination:** Assist with scheduling client visits, caregiver assignments, and meetings. Ensure that all scheduling changes are communicated effectively and documented appropriately.
5. **Record Keeping and Data Entry:** Maintain accurate and up-to-date records, including client files, employee records, and scheduling data. Perform data entry tasks with precision and attention to detail.
6. **Documentation Support:** Assist with the preparation, organization, and distribution of documents, forms, and reports. Ensure that all documentation is maintained in accordance with agency policies and regulatory requirements.
7. **Office Organization:** Maintain an organized and efficient office environment. Manage office supplies, equipment, and resources.
8. **Customer Service:** Provide exceptional customer service to clients, families, and caregivers. Address inquiries with empathy and professionalism.
9. **Administrative Task Assistance:** Perform various administrative tasks as assigned by management, including but not limited to filing, photocopying, scanning, and mail distribution.
10. **Compliance Support:** Assist in ensuring compliance with relevant regulations and agency policies, including HIPAA, by maintaining confidentiality and following established procedures.

Acknowledgment of Receipt and Understanding:

I, _____, acknowledge that I have received, read, and understand the responsibilities outlined for the Administrative Support Staff at Staying Home Care. I agree to perform these responsibilities to the best of my ability and in accordance with agency policies and procedures.

Employee Name (Printed): _____

Employee Signature: _____

Date: _____

Supervisor Name (Printed): _____

Supervisor Signature: _____

Date: _____