



## Care Coordinator

### Location

Hellertown, Pa.

### Job Type

Full-Time

### About Millbrook HomeCare

Millbrook HomeCare is dedicated to providing exceptional non-medical home care services to enhance the quality of life for our clients. We prioritize compassionate, personalized care to support independence and well-being in the comfort of our clients' homes.

### Job Summary

Millbrook HomeCare is seeking a compassionate and organized Care Coordinator to join our team. The Care Coordinator will play a vital role in ensuring the seamless delivery of non-medical home care services by managing care coordination, scheduling, customer service, and conducting home visits and hospital transition evaluations. This position requires excellent communication skills, attention to detail, and a commitment to improving the lives of our clients.

### Key Responsibilities

- **Care Coordination:** Collaborate with clients, families, and caregivers to develop and implement personalized care plans that meet individual needs and preferences.
- **Scheduling:** Efficiently schedule caregivers for client assignments, ensuring optimal coverage and continuity of care while accommodating client and caregiver availability.
- **Customer Service:** Serve as the primary point of contact for clients and families, addressing inquiries, resolving concerns, and maintaining positive relationships to ensure client satisfaction.
- **Home Visits:** Conduct regular in-home assessments to evaluate client needs, monitor care quality, and ensure services align with care plans.
- **Hospital Transition Evaluations:** Perform evaluations for clients transitioning from hospital to home, assessing needs and coordinating appropriate care services to support recovery and independence.

- **Documentation and Compliance:** Maintain accurate and up-to-date client records, ensuring compliance with company policies, state regulations, and industry standards.
- **Team Collaboration:** Work closely with caregivers, healthcare professionals, and management to ensure effective communication and coordination of care.
- **Additional Duties:** Perform other tasks as needed to support the non-medical home care operations, including caregiver training and support, and participation in quality improvement initiatives.

### Qualifications

- **Education:** High school diploma or equivalent required
- **Experience:** Minimum of 2 years of experience in care coordination, healthcare, or customer service, preferably in the home care or senior care industry.
- **Skills:**
  - Strong organizational and time-management skills.
  - Excellent interpersonal and communication skills, both verbal and written.
  - Proficiency in scheduling software and Microsoft Office Suite.
  - Ability to handle sensitive situations with empathy and professionalism.
- **Certifications:** Valid driver's license and reliable transportation required. CPR or First Aid certification is a plus.
- **Other Requirements:** Ability to pass a background check and drug screening. Flexibility to work occasional evenings or weekends as needed.

### Physical Requirements

- Ability to travel to client homes and hospitals for visits and evaluations.
- Light lifting or carrying (up to 20 pounds) may be required for transporting materials or assisting clients.

### Benefits

- Competitive salary commensurate with experience.
- Paid time off and holidays.
- Opportunities for professional development and growth.

### How to Apply

Interested candidates should apply at <https://millbrookhomecare.com/careers/>

We are an equal opportunity employer and value diversity in our workplace.

*Millbrook HomeCare is committed to fostering a supportive and inclusive environment for our employees and clients. Join us in making a difference in the lives of those we serve!*