



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.

Position Overview

We are seeking a highly organized, compassionate, and detail-oriented **Care Coordinator** to join our team. Reporting to the Owner, this role combines care coordination, scheduling, client relations, and support for caregiver management. The Care Coordinator will ensure seamless service delivery, manage hospital-to-home transitions, conduct home visits, and assist with HR-related functions to support both clients and caregivers.

Key Responsibilities

- **Care Coordination:** Develop and maintain individualized care plans in collaboration with clients, families, and caregivers, ensuring client needs and preferences are met.
- **Scheduling & Staffing:** Coordinate and maintain caregiver schedules to ensure consistent, high-quality coverage while balancing client requirements and caregiver availability.
- **Client & Family Support:** Serve as the primary point of contact for clients and families, addressing inquiries, resolving concerns, and fostering positive relationships to ensure exceptional service.
- **Home Visits & Assessments:** Conduct in-home evaluations to monitor care quality, adjust care plans as needed, and support hospital discharge transitions with appropriate care planning.
- **Hospital Transition Management:** Assess client needs for those transitioning from hospital to home, ensuring appropriate services are in place to promote safe recovery and independence.
- **Human Resources Support:** Assist with caregiver recruitment and onboarding, including applicant tracking, phone screenings, and other initial hiring processes.
- **Compliance & Documentation:** Maintain accurate client records, ensuring adherence to company policies, state regulations, and industry standards.
- **Team Collaboration:** Partner with caregivers, healthcare professionals, and leadership to ensure effective communication and continuity of care.

- **Additional Support:** Participate in caregiver training, quality improvement initiatives, and other operational tasks as needed.

Qualifications

- **Education:** High school diploma or equivalent required; additional healthcare or social services education preferred.
- **Experience:** At least 2 years of experience in care coordination, home care, healthcare, or customer service (home care or senior care industry preferred).
- **Skills & Competencies:**
 - Strong organizational and time management abilities
 - Excellent written and verbal communication skills
 - Proficiency with scheduling software and Microsoft Office Suite
 - Ability to manage sensitive situations with empathy and professionalism
- **Certifications:** Valid driver's license and reliable transportation required; CPR/First Aid certification preferred.
- **Background Check Requirements:** Must pass a background check and drug screening
- **Work Schedule & Environment:** This role requires 5 days a week in office Monday to Friday with on-call coverage as needed.
- **Technology & Tools**
Preferred experience with specific software or platforms used for scheduling, client management, or documentation (e.g., HRIS, ClearCare and WellSky).
- **Performance Expectations**
Success in this role is measured by timely and accurate scheduling, maintaining caregiver coverage rates, and ensuring positive client satisfaction scores.

Physical Requirements

- Ability to travel locally for client home visits and hospital evaluations (work vehicle may be provided at times)
- Light lifting (up to 20 lbs.) as needed

Benefits

- Annual salary range of \$40k-\$50k year
- Paid time off and holidays
- 401k with 3% company match
- Opportunities for professional growth and development

Mission/Vision/Core Values

Millbrook HomeCare's mission is to consistently deliver the highest level of quality care and reliability to clients and their families, ensuring peace of mind and dignity throughout the aging process.

At Millbrook HomeCare, our vision is to be recognized as the go-to-source for home care services in the Lehigh Valley. We will strive to make a valuable difference to everyone we serve and interact with.

Equal Opportunity Employer

Millbrook HomeCare is an equal opportunity employer committed to fostering a supportive and inclusive workplace for our employees and clients. Join us and make a meaningful difference in the lives of those we serve!

How to Apply

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