

Internal Client Care Coordinator –

Apply on Indeed.com

[Comfort Keepers](#)

Burton, MI 48509

Are you looking for a career helping others? Looking for a company that values passion and rewards its employees with great benefits? Your search is over - Comfort Keepers is where you belong!

Comfort Keepers is looking for an Internal Care Coordinator (ICC) to join our growing team. We are a leading in-home care provider for seniors and other adults that require a helping hand or companionship in their home.

In this position, you are responsible for customer service and relationship management ensuring that clients receive the highest quality of care and are extremely satisfied. In cooperation with the External Client care coordinator, and under the direction of the General Operations Manager/Owner, the Internal ICC educates potential clients and family members, schedules home visits for External ICC. Responsible for customer service and relationship management ensuring that clients receive the highest quality of care and are extremely satisfied.

Qualifications:

- High School diploma and two years related experience and/or training; or equivalent combination of education and experience. College degree in related field preferred. Knowledge of office procedures and health care also preferred.
- Requires proficiency in word processing and computer skills (Office, Excel, & PowerPoint). Will need to master additional software including and ERSP and Google Calendars.
- Must possess above average human relations, customer service, problem-solving, and organizational skills.
- Must be able to work under time pressures and manage multiple demands simultaneously. Extreme attention to details is essential.
- Excellent telephone and communication skills are necessary.
- Must be a team player willing to share information and work cooperatively with other members of the management team and caregiving staff.

Still interested? Great! Fill out our full application here:

<https://ckmi.clearcareonline.com/quick-apply/>

Requirements:

- Answers potential client inquiries whether made via phone or web and sells and qualifies them for home visits. Responsible for entering initial calls, notes, and scheduling a home visit for the External ICC into ERSP.
- Manage changes to the current released schedule.
- Responsible in managing the ongoing details of coordination that leads to internal sales for existing clients including problem resolution, up selling, quality assurance, anticipating needs, advising families, directing field staff, detailing GTC's, following up after new field staff is assigned, and the like.
- Conducts client recovery activities for deactivations, hospitalizations, hour's reductions, and cancelled hours. Responsible for ensuring that clients value our services as outstanding.
- Management of incidents (client, caregivers, administrative, workers comp).
- Develops and maintains prospects, clients, care providers and referral sources database for relationship management. Responsible for entering contacts, phone conversation information (notes), and activity tags into ERSP.
- Coordinates care with the Client Services team, external ICC, family members, and other care providers. Communicates service changes to Bookkeeper to ensure correct billing & deposits.
- Tracks, scrutinizes and processes all daily care logs, audio notes on a weekly basis. Initiates the care coordination process based on information gathered in the notes with the necessary parties' including the External ICC.s, and documents accordingly.
- Edits the current Plan of Care documents on a regular basis with input from clients, families, field staff, and other team members.
- Follows all office communication and documentation protocols to ensure excellent service to clients, staff, potential and inactive clients including, Google Calendar and ERSP.
- Conducts the client de-activation and re-activation processes. Modifies all reminders for all on-going sales efforts to reflect new status.
- Submits accurate weekly metrics/Accountability reports to the general manager. Completes dashboard entries as required.
- Responsible for continued education and ongoing training to be the best at their professional role.
- Participates in on-call rotation by carrying the agency's emergency cellular phone on a rotating basis. While on-call, handles all client, caregiver, and scheduling issues that occur and conducts all new client intakes as needed. Is responsible for covering caregiving shifts in the event that a caregiver cannot be located.
- Attends management meetings and participate in the development of systems and procedures to improve care coordination, client satisfaction, and employee performance. Supports office operations as needed
- Assists the other members of the management team as needed. Completes special projects as assigned.

Start your rewarding career today! Apply now!

This internal care coordinator position is open at our Burton, MI Office, located at 4029 Lapeer Rd, Burton, MI 48509. We serve Burton, Rochester Hills, Port Huron and surrounding areas, this position has been created specifically to serve those areas. Learn more here: <https://burton-163.comfortkeepers.com/home/careers>