



JOB DESCRIPTION

JOB TITLE: Staffing Coordinator
REPORTS TO: Staffing Manager
EMPLOYMENT STATUS: Hourly
FLSA STATUS: Non-Exempt

DEFINITION: The Staffing Coordinator supports the Operations department by providing assistance with the administration and implementation of all policies and procedures pertaining to the scheduling of Home Care Aides, including staffing and employee relations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Staffing

- In collaboration with the rest of the Staffing team, utilizes software to manage the staffing of all Home Care Aide shifts, matching employee skills and characteristics with client needs and coordinating and confirming shift coverage with Home Care Aides.
- Receives and responds to daily communications from Home Care Aides and Care Managers regarding staffing.
- Manages Home Care Aide time off requests, call-offs, and case rescheduling needs.
- Accurately records, tracks and verifies Home Care Aide hours worked as part of payroll and billing processes.
- Assists Human Resources Dept, Staffing Manager and Care Managers in HCA policy and attendance reminders as needed.
- Participates in on-call/ after hours and weekend staffing assistance as assigned.
- Participates in “gap coverage” by traveling to a client’s home and providing Home Care Aide services in the event appropriate other Home Care Aide coverage cannot immediately be found.

Human Resources and Administrative

- Acquires and maintains knowledge of home care wage and hour and overtime laws to ensure compliance with federal, state, and HCSB guidelines.

- Provides support to the Human Resources and Clinical departments on employee relations and disciplinary issues as needed.
- Provides support to the Human Resources Department on generating and implementing employee retention strategies.
- Participates in administrative staff meetings.
- Prioritizes and plans work activities, uses time efficiently and develops realistic actions plans.
- Coordinates Operations team projects as assigned.
- Other duties as assigned.

Sales and Marketing

- Acquires and demonstrates skill and knowledge in describing Windward Life Care services.

KNOWLEDGE, SKILLS & ABILITIES:

- High school diploma or GED required.
- Minimum of one year of staffing, Human Resources, or administrative experience in a health care setting or a setting involving hourly employees preferred.
- Ability to successfully problem solve, remain calm and focused, multitask, and maintain a sense of urgency in a fast-moving environment.
- Ability to remain detail-oriented when dealing with a large volume of incoming information.
- Ability to maintain confidentiality and a high level of professionalism.
- Demonstration of organizational, analytical, oral communication, and judgment competencies to perform the essential functions of this position.
- Strong proficiency in computer use, including web-based office suites such as Google Workspace, email, and the Internet. Experience with ClearCare/WellSky staffing software is a plus.
- Ability to lift, push or pull up to 40 lbs. unassisted.
- Ability to pass HCSB background screening.

Please note this job description does not constitute a contract of employment and is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Windward Life Care reserves the right to modify job duties or job descriptions at any time.

CERTIFICATION OF APPLICANT:

I fully understand this description and acknowledge that it may be revised by my employer at any time. I represent I am fully qualified to perform the position described and can, with or without reasonable

accommodations, perform the essential functions. Please list any accommodation necessary to enable you to perform the essential functions of this position:

I understand any misrepresentation, falsification or material omission of information in this certification or my employment application may result in denial of employment or my immediate dismissal from employment.

Employee Signature:

Date: