

Admissions Coordinator

Job Description

Job Title: Admissions Coordinator

Reports to: Facility Administrator & Corporate Dir. of Marketing & Admissions

Position Summary:

The Admissions Coordinator will act as the initial contact as necessary with discharge planners, family, or responsible party to initiate and follow through on the referral-admission process.

Major Duties and Critical Tasks

- Manage the admission process to include: conducting effective tours that promote conversion to admission,
- Timely completion of admission paperwork,
- Coordinate clinical and financial approvals for admission,
- Communication with families and staff to ensure admission process is seamless.
- Lead in marketing the many services we offer to potential patients/ residents by periodically making outside calls on referral sources throughout the week.
- Represents the facility to prospective residents. Provides prospective residents with information about all aspects of the facility, including admissions process, insurance coverage, programing and other general information.
- Serves as an initial point of contact for admissions department; maintains contact with prospective residents and staff, answering questions, making/returning phone calls, responding to email messages, referring to appropriate resources.
- Coordinates facility visits for prospective residents, leads tours, facilitates visits with staff, schedules complimentary meetings with staff.
- Coordinate, plan, and promote special or complicated admissions.
- Reports regularly, as requested, to Administrator regarding admissions activities, numbers of inquiries, and status of applications.
- Completes general Admissions office duties including photocopying, filing, printing.
- Answers Admissions phone, Data entry; filing; checking messages and returning calls
- Maintains cleanliness and organization of Admission office area
- Working non-traditional work hours, including evenings and weekends, primarily for phone contacts with prospective residents or admissions events
- Other duties as assigned

Required Education and Experience:

- Ideal candidate must be a skilled communicator and motivated
- Able to organize and prioritize many tasks effectively
- 2+ years of experience in an Admissions/Marketing position in healthcare environment
- Long term care experience required
- Knowledge of Medicare and 3rd party billing
- Knowledge of medical terminology – ability to discuss clinical evaluations with physicians and other care givers within facility
- Must be detail oriented and have excellent customer service skills

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- Able to react to emergency situations appropriately when required
- Must be able to travel locally by personal automobile as required
- Works beyond normal working hours and on weekends, holidays when necessary. On call 24 hours per day, 7 days per week.
- Follow all HIPPA guidelines. Promptly report suspected or known violations to the facility Administrator

Working Environment/Physical and Sensory Requirements:

- Works in office areas as well as throughout the facility.
- Must be able to move about intermittently during working hours including standing, lifting, bending, stooping, twisting, pushing, and pulling.
- Must be able to read, write, and speak the English language.
- Must be able to assist in the transfer of residents in emergency evacuations.
- Interacts with residents, family members, staff, visitors, government agencies/ personnel, etc., under all conditions/ circumstances.
- Maintains a liaison with residents, their families, support staff, etc. to assure that the residents' needs are continually met.
- Must be able to relate and work with the disabled, ill, elderly, emotionally upset, and, at times, hostile people within the facility.
- May be involved in community/civic health matters/ projects.

Receipt and Acknowledgment:

I acknowledge and understand that:

The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements, and, at this time, I know of no limitations that would prevent me from performing these functions with or without reasonable accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.

This job description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under his/her direction. Job duties, tasks, work hours, and work requirements may be altered at any time. I agree to follow the instructions and duties as directed by management.

Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, and the rules and regulations.

I have read the above position description and fully understand the requirements set forth therein. I hereby accept the position and agree to abide by the requirements set forth.

Employee Signature/Date

Facility Signature/Date