Hospice Of Montezuma
Job Description
Scheduler

General Description: To coordinate the scheduling needs of our clients with the appropriately matched caregivers schedules. To assist professional and administrative staff in compliance, patient support, and general clerical tasks.

Level of Responsibility: Supervision and direction provided by the Assistant Director.

Duties and Responsibilities:
- Schedule Home Care Service staff
- Schedule Hospice CNA’s and other staff as necessary
- Provide accurate schedules to staff and clients monthly
- Coordinate and provide schedule changes to staff and clients regularly & timely
- Provide current information to supervisors regularly
- On call duties as scheduled by HCS Coordinator for evenings & weekends
- Responsible for first line greeting of visitors and communication with the public.
- Document all communications
- Management Training - 8 hours
- Skills Training & Validation for home care
- Manage phone calls and messages, including night and on-call settings and messages.
- Perform miscellaneous typing, copying, data entry, and layout of forms, reports, letters, lists, pamphlets, etc.
- Handle correspondence as directed by HCS Coordinator.
- Entry of time into billing records (spreadsheet)
- Maintain access database with client information and face sheets distributed to necessary staff.
- File timesheets, calendars and billing information in client charts.
- Prepare new client files and charts.
- Maintain face sheet binder and distribute to staff for new clients and as client information changes.
- Maintain client files and charts as information is received including filing of timesheets, Case Management information, and information received or sent to Case Managers.
- Maintain par watch to track available units for clients.
- Maintain client complaint log.
- Maintain personnel files for current and new employees.
- Maintain staff telephone/address lists.
- Prepare staff schedule calendar book and labels in time to allow HCS Coordinator to prepare schedules and prepare labels for billing book calendars at end of each month for next month billing.
- Maintain client and HCS staff birthday list and send birthday cards to clients and staff.
- Assist with fundraising, publicity, and public relations.
- Scheduler will act as Coordinator in the Coordinator’s absence.
- Other duties as requested by the Coordinator for Home Care Services or Executive Director.

**Experience:** Two years of office experience preferred, with excellent customer service skills. A good working knowledge of computer and telephone skills.

**Qualifications:** Ability to maintain confidentiality in all matters related to patients and staff. Excellent typing skills with computer knowledge including, but not limited to: Microsoft Office Suite (Word, Excel, Outlook) MS Access preferred. Willingness to learn specialized computer programs. Ability to deal with difficult people and issues. Ability to effectively multi-task, be flexible, and work effectively in a demanding, fast paced environment. Excellent organizational skills and strong critical thinking to effectively assess and assign caregivers to patients. Excellent communication skills and phone manner. Demonstrated ability to work with diverse team. Colorado drivers’ license and availability of reliable transportation. Ability to assess, prioritize, and complete work according to deadlines. Willingness to dedicate the time necessary to accomplish assigned tasks. Must carry current First Aid card. Meet all requirements stated in the Employee Handbook by the end of the first six months of employment.

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Employee Signature

Print Date

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Supervisor Signature

Print Date

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