

POSITION SUMMARY: Addus/Ambercare is searching for a Service Coordinator to join our team. This position is responsible for coordinating administrative, business and other operational activities such as HR, payroll, A/P, scheduling direct service staff and resolving client issues in conjunction with the Branch Manager or Agency Director. The Service Coordinator ensures that all clients receive the best service possible and according to the care plan.

Hours: Monday through Friday 8 am - 5 pm - 1 hour lunch
Location: Ambercare 420 N. Main Street Belen, NM 87002

At Addus/Ambercare We Offer Our Team The Best Medical, Dental and Vision Benefits
Monthly Bonus
Continued Education
PTO Plan
Retirement Planning
Life Insurance
Employee discounts

Essential Duties Oversee the new hire process for all new employees and ensure all documentation is completed timely and accurately. Ensure all employee records (including payroll records) are current, accurate and updated as needed. Collaborate with the Corporate HR team for benefit enrollment processes. On-board and train new branch Administrative employees. Provide thorough, complete follow-through on escalated client complaints and theft claims. Ensure WOTC applications, Forms I-9 and any other applicable paperwork is completed timely for each new employee. Report all new Leave of Absence requests appropriately and assists the HR team with the leave process. Set up training for all new and current employees. May oversee or facilitate classes including quarterly in-service meetings. Coordinate Internal Audit Responses to the Contracts Department and QA team for employee files only. Oversees compliance with HR processes and procedures throughout branch. Ensures all required A/P related paperwork is scanned and submitted for payment. Follows up on all Private Duty 'Hot-Lead' Assessments and Deposits. Supervises monthly Service Monitoring Calls with state Department on Aging. Files APS Reports and follows up with agency; handles related employee issues as appropriate. Responds to and resolves all service complaints filed with the state or state agencies. Ensures the appearance of the branch's open environment is professional: neat, clean, orderly and generally free of clutter. Supervises the purchasing and material management functions for all branch office supplies. Maintains a high degree of confidentiality at all times due to access to sensitive information. Maintains regular, predictable,

consistent attendance and is flexible to meet the needs of the agency
Follows all Medicare, Medicaid, and HIPAA regulations and requirements
Abides by all regulations, policies, procedures and standards
Performs other duties as assigned
Position Requirements & Competencies
High school diploma or equivalent
Preferred additional education such as a diploma from an accredited vocational school or college
Must have three to five years of recent experience working in a healthcare environment or related field
Understanding of basic medical terminology
Interpersonal, organizational and communication skills
Computer skills including but not limited to Microsoft Word, Microsoft Excel and Scheduling program
To apply via text, text 7885 to (575) 205-1296
#ACADCOR#CBACADCOR#DJADCOR#Indeed
ADCORE
Employee wellbeing is top priority at Addus Homecare, and we're thrilled to announce our recognition as the top healthcare company on Indeed's 2024 Top 100 Work Wellbeing Index. View the full rankings here: <https://www.indeed.com/employers/work-wellbeing/work-wellbeing-100-ranking>.