

Angelina Munoz

Scheduler coordinator - Alpine Homecare

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Angelina-Munoz/0289094498f0e946](https://www.indeed.com/r/Angelina-Munoz/0289094498f0e946)

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Scheduler coordinator

Alpine Homecare - April 2013 to Present

- Understands and a established Alpine homecare policies and procedures.
- Creates and maintains staff schedules.
- Provides staffing for sick leave, vacation, long term leave.
- Schedules client appointments/visits according to care plans and staff availability.
- Enters scheduling data, creates schedules.
- Contacts care providers and clients regarding day-to-day changes
- . Discerns client services required as outlined in agreements, urgent requests and care plans.
- Enters staff and client information into database
- . Maintains staff and client database (e.g. CQA, dates and reminders of TB, client admission, client hospital admission and discharge).
- Maintains staff and client statistics, and reports.
- Maintains call - in and retention report.
- Performs general office duties including but not limited to word processing, photocopies, files, shreds, sort/ distributes mail, provides reception and telephone services.
- Met with clients in their homes assessed the amount and type of care needed and assigned home health aids based on applicable experience.
- Coordinated schedules of home health aids with clients.
- Coordinated community resources and support.
- Provided individualized home care for each client.
- Provided client status updates to both physicians and family members.

Scheduler coordinator

Advanced Nursing Care - March 2013 to April 2014

- Understands and adheres to established Advanced Nursing Care policies and procedures.
- Creates and maintains staff schedules.
- Provides staffing for sick leave, vacation, long term leave.
- Schedules client appointments/visits according to care plans and staff availability.
- Enters scheduling data, creates schedules.
- Contacts care providers and clients regarding day-to-day changes.
- Discerns client services required as outlined in agreements, urgent requests and care plans.
- Enters staff and client information into database.
- Maintains staff and client database (e.g. CQA, dates and reminders of TB, client admission, client hospital admission and discharge).
- Maintains staff and client statistics, and reports.
- . Maintains call - in and retention report.
- . Performs general office duties including but not limited to word processing, photocopies,

files, shreds, sort/distributes mail, provides reception and telephone services

Assists in developing, organizing, implementing, evaluating, and directing nursing staffing schedules, policies, and procedures.

Monitors and adjusts schedule to ensure compliance with staffing costs and budget requirements including eliminating outside agency staff, on-staff overtime and breaches of the Nursing Department staffing policies.

Assists with making corrections/adjustments to time clock at direction of individual employees.

Maintains a positive working relationship with staff, clients, families, and other departments.

Maintains and monitors personnel files of nursing staff, forwarding file to human resource department when employee terminates.

Follow established safety and infection control policies and procedures governing lifting techniques, repetitive tasks, hand washing, and the use of safety equipment and supplies to prevent work-related injuries and illnesses.

Assure optimum work performance by being to work on time, as scheduled, and/or providing appropriate advance notification.

Attend and participate in continuing education programs designed to keep you abreast of changes in the facility.

Performs other duties and special projects as assigned by supervisor.

- Fields and staffs new intake calls after business hours
- Staffs aide cancellations and other open shifts. (Responsible for staffing and follow up of any cancellations or new cases received after 3:30pm)
- Answers incoming calls and contacts appropriate person as needed.
- Handles customer inquiries with appropriate information.
- Assists Direct Care Staff with personnel related problems.
- Monitors field staff call-offs and other violations of policy as needed.
- Documents any complaints received after hours.
- Answers phone calls within 15 minutes of message being left.
- Seeks advice from management on complex issues or major complaints.
- Maintains thorough on-call records.
- Communicates with field personnel, management, family, and agency representatives regarding the care of our clients.
- Participates in in-service education, webinars and other meetings as needed.

Healthcare stat scheduler coordinator

Advanced Nursing Care - July 2013 to March 2014

Create a liaison between the HR department and other hiring departments

Contact candidates in order to commence work processes for hiring

Collect and analyze new employee demographic data

Correspond with new employees from initiation to hiring

Provide employees with information relevant to benefits, compensation and retirement

Update both candidates and employees of all procedures pertinent to hiring and post hiring

Perform paperwork associated with all processes within the process of hiring

Schedules shifts and hours by matching caregiver qualifications and availability to clients needs.

Communicates new assignments and/or schedule changes to caregivers and clients.

Processes either manually or via computer, the data necessary to initiate accurate payroll and billing processes. Participates in on-call rotation as assigned (one week night and alternating weekends). Participates in client case conferences as requested by immediate supervisor.

May assist with the input, verification, and release of billing and payroll information as well as the assembly of data for financial purposes.

Computes wages and records data for use in payroll processing and competitive rate studies.

Works with Care Coordinators and Human Resources Coordinators to assist in resolution of employees staffing issues.

Represents the Company in a professional, ethical and reputable manner at all times and pursues and supports all actions necessary for Company to maintain its non-union status.

This job description is not intended to be all-inclusive. The employee will be expected to perform other reason ON Call 7 days a week also for nursing homes staffing lpn to assist the patient at the nursing home

Administrative Assistant Net Corporation

Montgomery, PA - May 2012 to July 2013

Over 2 years of secretarial and clerical experience in fast paced environments Highly skilled in greeting customers and answering phone calls In-depth knowledge of maintaining paper and electronic filing systems for records and messages Hands-on experience in routing and distributing incoming manual mail and email Track record of answering everyday letters and email Able to correct spelling and grammar to ensure accurateness Demonstrated ability to operate fax machines, copiers, videoconferencing and phone systems, and other office tools Proven ability to make use of computers for spreadsheet, word processing, database management, and additional applications Thorough understanding to complete forms in keeping with company procedures MS Office Suite.

Receptionist

NBD Recordings - Philadelphia, PA - August 2010 to February 2012

Solid computer skills and proven ability to plan and organize tasks and responsibilities efficiently. Recognized for accuracy,

Attention to detail and strong work ethic.

Proven strong interpersonal and communication skills.

Excelled in the role of frontline receptionist handling multiple functions including customer queries, administrative tasks and information monitoring. Enjoyed meeting the challenges of a high stress work environment and successfully maintained an efficient and effective reception service. Over two years' experience running a busy reception area and successfully interacting with a diverse and demanding group of people.

An excellent track record of efficiency and effectiveness in managing communications and customer relationships.

An independent worker with proven computer competency, strong communication skills and ability to organize and plan

House Keeping Sheraton Hotel Philadelphia Philadelphia International

Philadelphia, PA - May 2010 to May 2011

Wash the bathrooms tubs, scrubs toilets, walls and floors.

- Vacuums all carpets, fold Sheets, mops any bare floor after vacuuming.
- Dusts and polishes furniture's and glass surfaces.
- Cleans all window sills.
- pick up all our cutter.
- Our toilets are always clean and every other day I add some Fabuloso and swish it around and make sure under the seat is clean too.
- I make absolutely sure she does not clean after any person in particular.

Retail Store Manager

Dr. Denim - Philadelphia, PA - July 2007 to April 2010

Job duty oversaw all operations of successful retail facility, performed Inventory control, payroll and personnel management, up sale of product and services lines, and provided stellar customer service initiatives.

- Managed shift Schedules, chemical orders, auto detail quality assurance practices, and personnel morale.
- Oversee store opening and closing procedures.
- Direct sales floor activities, assist customers and address customer concerns.
- Input data to prepare dally sales reports and regularly use weekly and monthly data to develop sales and promotional strategies.
- Hire, train, and coordinate a staff of 26.
- Work with Spinner corporate colleagues as well as record company professionals to develop local marketing and advertising strategies, supplementing national campaigns.

Retail Store Manager Unica Clothing

Philadelphia, PA - September 2005 to May 2007

- Philadelphia

- Job duty Credential Managed team Redesigned ladies fashion floor layout, resulting in a more attractive store and a 300 per cent increase in customer traffic Manage inventories Order raw materials and supplies in order to meet customer demands Drive sales and maximize profit Manage rosters Work with department manager to ensure budgets are met Maintain a clean and safe workplace environment and ensure OH&S standards are met Ensure quality and consistency of finished product.

EDUCATION

High School Diploma in physical

Northeast High School - Philadelphia, PA

ADDITIONAL INFORMATION

Skills

Experienced nursing professional with a strong Home Care Coordinator background and extensive work with geriatric post-surgery and disabled clients. Knowledge of all aspects of home care including hospice home medical equipment patient assist devices and home care reimbursement. Able to deal with difficult or sensitive situations in person or on the phone.