

ALZHEIMER'S COMMUNITY CARE, Inc.

Position Title: ID Locator Assistant for Martin and St. Lucie Counties
Supervisor: Director of ID Locator Service
Department: ID Locator Service
FLSA Status: Non-Exempt
Effective Date: July 1, 2016
Revision Date: August 1, 2018

Position's Major Description: The ID Locator Assistant (Assistant) provides direct administrative support to the mission of facilitating the ID Locator Service to patients and caregivers served by Alzheimer's Community Care. The position's primary responsibilities include: supporting effective customer service, coordination of referrals and other informational inquires either electronically or other forms of communications for service delivery, assists with inventory control, organization and maintenance of patient and caregiver files, ensures accuracy and timeliness of data entry, support to the continued allegiance with SafetyNet Tracking Systems and Law Enforcement including internal and external relationships and providing administrative support to the Director of ID Locator Service.

Position Responsibilities:

1. Secures appropriate referrals and coordinates enrollment with the caregiver or designee within respective territories of Martin and St. Lucie counties.
2. Schedules and arranges enrollment appointments with the caregiver or designee at the nearest Specialized Day Service Center (SDSC), Organization's office or in the home. Prepares the enrollment documents and handout materials prior to appointment.
3. Manages informational calls regarding the service, scheduling or rescheduling inquiries, follow up calls with caregivers or designee regarding the equipment and service process.
4. Responsible for managing and scheduling the monthly maintenance with caregivers or designee for an office or home visit or visit a local SDSC for the band and/or battery changes for the patient where applicable.
5. Collaborates with SDSC to maintain service delivery as follows: provides supplies as needed, communicates visits to the center by the caregiver or designee for band/battery changes or other related tasks, documents supply provided for inventory control, notifies relevant staff of patient and caregiver changes and sustains accessibility to questions or further assistance requested.
6. Maintains monitoring of supplies needed for service delivery inclusive of: enrollment handout materials, office supplies, equipment accessories and other related items.
7. Provides supportive documentation on the monthly worksheet which contributes to the ID Locator Master spreadsheet that holds information for multiple reporting and tracking needs.

8. Accurately enters information into the Organization's EMR/ADS and the SafetyNet Tracking Systems databases daily or when necessary. This information may include: patient and caregiver demographics, equipment information, service coding, relative documents and the routine and unscheduled progress note data entry.
9. Processes and provides supportive documents and communication to team members and applicable outside entities regarding completed enrollments, annual file review and/or received information updates, updated photographs and other related contact and/or mailings where applicable.
10. Ensures receipt and file maintenance of the tracking logs from caregivers and SDSC Staff which includes communication of missing information.
11. Ensures the execution of replacement equipment following outlined guidelines, follows applicable equipment inventory, maintains accurate records of equipment and supplies for inventory tracking and reporting purposes and assists team members with trouble shooting equipment challenges and/or questions.
12. Coordinates scheduling of missing equipment searches with the SafetyNet search equipment with the caregiver and/or family member involved. Also, follows up and communicates with commercial entities relating to missing equipment and documents relevant databases.
13. Coordinates projects and materials for volunteers.
14. Responsibilities include entering information into various database systems which requires accuracy, integrity and competency. i.e. Excel, Word, EMR/ADS, SAMIS, and other Web-based data bases to support service reporting and delivery.
15. Substitutes in Alzheimer's Community Care's Specialized Adult Day Service Centers, on an emergency basis with assignments specified by the Program Manager and/or Program Nurse including to engage patients for participation in activities, serve food and general clean-up.
16. Performs other tasks and assignments as directed and requested by the Director of ID Locator Service or designee including duties with disaster preparedness and business recovery.

Supervisory Responsibilities:

Supervises work of volunteers on related projects.

Position Relationships:

Internal Relationships: Director of ID Locator Service and colleagues within the ID Locator Service department, Community Care Services Administrative Assistant, Director of Family Nurse Consultants, Family Nurse Consultants, Family Nurse Consultant Assistants, Director of Case Management, Case Managers, Director of Specialized Day Services, Specialized Day Services staff, Volunteers and other Organization team members. Works in a team environment across multiple departments to accomplish required tasks.

External Relationships: Both direct or non-direct contact with patients, caregivers, family members, healthcare professionals and community partners.

Other Relevant Aspects of Position: May require work in excess of scheduled hours from time to time. May require travel to patients' homes and other offices of the Organization as needed.

Position Requirements:

Education and Experience: The ID Locator Assistant is a professional with a high school diploma and/or equivalent; and three years of professional experience in administration duties, health related preferred.

Essential Job Requirements of Position:

1. Must pass drug screening and level II background screenings by Department of Elder Affairs and Agency for Health Care Administration.
2. Must be free of communicable diseases. Required to update physical and TB testing annually.

Qualifications/Skills/Abilities:

1. Must be organized, independent, motivated and self-directed.
2. Computer literate in Microsoft Word and Excel Spreadsheet and in the use of all office equipment (i.e. multi-line phone system, fax, copier, postage machine).
3. Models effective customer relationship skills in both intake and feedback processes.
4. Must have ability to exercise sound judgement, develop and initiate work solutions to obstacles and problem-solving skills and broaden creative thinking.
5. Excellent communication skills, both oral and written, with comfort in making outreach calls.
6. Must possess reliable transportation.

Working Conditions:

1. Walks, stands, drives 45% of the time, and sits the other 55%.
2. Works in shared office area with moderate noise level and restricted workspace.
3. Works with a department team of up to 70 people and may interact with up to 30 people daily.
4. During emergency conditions, may be exposed to long working hours.
5. During working hours, may be exposed to offensive odors.

