

### **CLIENT OVERVIEW**

The mission this senior care organization is to enhance the lives of aging adults and their families by offering personalized services to help seniors remain safely in their own home.

### **ROLE DESCRIPTION**

The Client Care Manager is a full-time position and is expected to perform a variety of duties in the area of client services, outreach, and sales. The Client Care Manager is expected to conduct care consultations and perform quality assurance visits in order to provide the highest quality service to clients. This position also requires service inquiry calls with family members seeking care for their loved ones or themselves.

### **ESSENTIAL DUTIES**

- Develop and maintain positive relationships with all clients through quality assurance (QA) visits, phone calls, cards and special events
- Recognize and pursue opportunities to modify service plans to best support the ongoing needs of client through our quality assurance program
- Create and maintain client records documenting all quality assurance meetings utilizing internal reporting tool and paper forms in the files
- Update client care plans regularly to reflect any changes in client health status or caregiver responsibilities
- Work with other team members to coordinate various aspects of a client's care
- Call "on hold clients" on a weekly or bi-weekly basis to stay proactive with care needs and scheduling
- Conduct service inquiries as needed following the consultative sales process
- Report key numbers weekly for operational and budgetary management
- Meet with referral providers and conduct marketing activities
- Utilize CRM software to document marketing activities
- Develop and maintain positive relationships with potential referral sources
- Conduct client/caregiver introductions as needed

- Maintain regular attendance at the office to execute job responsibilities
- Demonstrate open and effective communication with owner, co-workers and caregivers.
- Share “on-call” rotation and service inquiry coverage during off business hours
- Acquire testimonials from clients, family members, and caregivers for the digital platforms

## **REQUIREMENTS**

- Bachelor’s degree required
- Minimum two years experience in senior care field
- Excellent interpersonal and communication skills with the ability to effectively interact and communicate with all levels of the organization
- Ability to build rapport with clients and caregivers
- Strategic thinker and independent self-starter who is good at time management and balancing priorities
- Excellent verbal and written communication skills
- Demonstrated customer-service orientation
- Must possess a valid driver’s license