

Good Health Homecare LLC

Job Description: Office Staff

Job Summary:

Office Staff members at Good Health Homecare LLC are responsible for providing essential administrative and clerical support to ensure the smooth and efficient operation of the agency. Office staff work collaboratively to assist clinical personnel, maintain patient and staff records, manage communication with clients and healthcare professionals, and support the overall functioning of the home health office.

Qualifications:

- High school diploma or equivalent required; an Associate's degree or certificate in office administration, healthcare administration, or related field is preferred.
- At least one (1) year of experience in an administrative or clerical role, preferably in a healthcare setting.
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook) and general office equipment.
- Excellent verbal and written communication skills.
- Strong organizational and time management skills with attention to detail.
- Ability to maintain confidentiality and professionalism at all times.
- Bilingual skills are a plus.
- Must have a valid driver's license (if position requires occasional travel or errands).
- Must be able to pass CORI (Criminal Offender Record Information) background check.
- Friendly, courteous, and cooperative demeanor.

Responsibilities:

- Answer and direct phone calls in a professional manner; take messages and respond to inquiries as appropriate.
- Greet and assist visitors, staff, and clients in a courteous and welcoming manner.
- Schedule patient visits and coordinate calendars for field staff including nurses, aides, and therapists.
- Prepare, maintain, and file accurate patient records and office documentation in compliance with HIPAA and agency standards.
- Assist in patient intake process: gather required information, input data, and prepare initial documentation.
- Track and follow up on required documents including physician orders, consents, and clinical forms.
- Support billing and payroll processes by collecting timesheets, visit notes, and relevant paperwork.
- Maintain office inventory and order supplies as needed.
- Distribute incoming and outgoing mail, faxes, and packages.
- Assist with onboarding and orientation of new staff, including preparation of files and training schedules.
- Support clinical staff with clerical and scheduling tasks as needed.

- Participate in quality improvement activities and staff meetings.
- Perform general office tasks such as scanning, copying, filing, faxing, and data entry.
- Other duties as assigned by the Administrator or Clinical Director.

Work Environment:

- Work is performed onsite at the Agency's office.
- Regularly uses office equipment, including phones, computers, printers, and fax machines.
- May occasionally interact with patients, families, and community providers by phone or in person.
- May involve extended periods of sitting and computer work.