

JOB DESCRIPTION



NEW ENGLAND PROFESSIONAL HOME HEALTHCARE

Middleton, MA 10949

(978) 406-1327

Position: Assistant Manager

Job Posting Date: 1/24/2022

Pay: TBD

Job Type: Part-time/Full-time

Location: In Office and Remote

New England Professional Home Healthcare (NEPHHC) is a privately owned, licenced, clinical home health care agency, committed to put smiles on the faces of its clients, by providing high quality, multidisciplinary, comprehensive care to their patients and families.

The Assistant Manager position is highly visible and works closely and directly with the CEO/Owner. There is opportunity for future growth with outstanding performance.

Job Summary

Ensure that all referrals are received in an accurate, detailed manner and are properly handled. Perform various supervisory activities, serve as a liaison between NEPHH and other contracted and non-contracted agencies, as well as perform office coordination duties. The Assistant Manager is responsible to promote sales and create a positive identity for the company through promotional materials and personal visits.

Essential Functions

- Answer; take inquiries or messages utilizing good telephone technique
- Receive and respond to referrals and service inquiries on the programs offered by this company
- Interview, screen, and test all applicants
- Assist with recruiting, associate hiring, orientations, in-services, disciplinary actions, etc.

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- Maintain documentation of associate work record within NEPHH tracking tools and systems and ensure current and complete personnel records for all homecare associates
- Communicate continually with associates and clients to evaluate service
- Respond promptly and courteously to all clients calls
- Perform on-call coordinator duties as needed
- Serve as liaison between associates and management
- Assist with sales, marketing, and public relations efforts
- Sell and promote the agency services in the community
- Be completely knowledgeable in the agency service lines, service fees, and client base
- Propose services and institute contractual agreements with clients
- Communicate information on competitive strategy to agency office staff
- Maintain written documentation of all work and efforts for the agency
- Coordinate sales activity with all office staff to assure appropriate follow-up
- Maximize efficiency and cost effectiveness in daily activities

Additional (Non-essential) Functions

- Other general office and clerical functions
- Other duties assigned by the owner/management