

Easterseals DuPage & Fox Valley

FOR: Policy & Procedure Manual
SECTION: Human Resources
RE: Job Description
POSITION: Scheduling Professional
REPORTS TO: Scheduling Supervisor
STATUS: Non-exempt

PURPOSE: To assist clients in scheduling and rescheduling services. Schedules are accurate and complete for all disciplines. Staff and client planned time away requests are addressed to maintain attendance expectations.

MISSION STATEMENT:

Our mission is to ensure that children with disabilities and their families are empowered

ESSENTIAL FUNCTIONS:

Scheduling Professional:

1. Reviews scheduling requests and reschedules cancelled therapy appointments per organizational parameters.
2. Assists clinical services staff with rescheduling clients for benefit time away.
3. Maintains accurate clinical services staff schedules in the electronic scheduling system.
4. Notifies staff and clients of schedule changes and provides appropriate coverage information.
5. Receives and responds to client family inquiries for adjustments to schedules.
6. Maintains accurate records of schedule adjustments.
7. Coordinates Saturday Schedules for all disciplines at the Villa Park Center.
8. Notifies Supervisor of any concerns regarding client or staff compliance with organizational expectations.
9. Generates not less than quarterly Attendance Reports in collaboration with the Scheduling Supervisor for review and action by Clinical Directors and inclusion in Center outcomes reporting system by Director, Quality Services.

Organizational Expectations:

1. Provides Front Desk coverage for Naperville and Elgin staff, as requested by supervisor.
2. Ensures all interactions/communications with clients, families, and providers are delivered in a clear, respectful and responsible interactional style that demonstrates support of our consumers.
3. Adheres to Easterseals DuPage & Fox Valley (ESDFV) Code of Ethics. Complies with all Federal, State and local laws and regulations. Work is performed consistent with established ESDFV Mission, Values, and Philosophy.
4. Participates in other activities that support department projects and goals as requested.

QUALIFICATIONS:

1. High School diploma required. Bachelor's Degree in healthcare-related field, preferred.
2. Minimum 2 years intake/admissions/scheduling experience in a hospital or medical office setting required.
3. High level of organizational skills and attention to detail.
4. Ability to expedite entry process and client's access to services.
5. Demonstrated computer proficiency and experience with electronic records, scheduling and/or billing required.
6. Strong interpersonal skills; excellent communication skills.

REQUIREMENTS:

Unless exempted by the Americans with Disabilities Act, all persons hired for this position are required to perform the following essential functions:

1. Lift up to 25 lbs. on an as-needed basis
2. Perform the basic life operational functions of talking, hearing, vision
3. Perform repetitive motions (i.e. computer keying and/or dialing phone)
4. Sitting for long periods of time

This position requires exposure to the following environmental factors:

1. Daily contact with domestic and industrial cleaners;
2. Exposure to variable noise levels;
3. Occasional contact with noxious smells;
4. Frequent exposure to communicable illnesses

Reviewed 3/22