

## **Easterseals DuPage & Fox Valley**

**FOR:** Policy & Procedure Manual  
**SECTION:** Personnel  
**RE:** Job Description  
**POSITION:** Admission Services Coordinator  
**REPORTS TO:** Admissions Supervisor  
**STATUS:** Non-exempt

**PURPOSE:** Oversees admissions services for specialty programs and provides Reception services that promote an excellent client and family experience.

### **MISSION STATEMENT:**

*To enable infants, children and adults with disabilities to achieve maximum independence, and to provide support for the families who love and care for them.*

### **ESSENTIAL FUNCTIONS:**

#### **ADMISSION SERVICES COORDINATOR**

1. Responds to inquiries regarding specialty program services
2. Records preliminary information on client, ensuring accuracy and completion of intake packet with family.
3. Ensures all prescriptions, referrals and authorizations are current and placed in the clients file.
4. Ensures referral process is completed in a timely manner.
5. Initiates setup and completion of each client's file in Raintree.
6. Schedules evaluations.
7. Schedules therapy as approved and/or recommended.
8. Refers, as necessary, to appropriate services, i.e. social worker.
9. Assists clinical providers and families with resource identification as requested.
10. Maintains and monitors waiting list.

#### **RECEPTION SERVICES**

1. Answers all incoming calls.
2. Greets and directs clients to appropriate therapy suites.
3. Activates the check-in of clients in Raintree.
4. Collects co-payments, accepts account payments and issues receipts.
5. Maintains client cancellation list and reschedules clients as appropriate.
6. Maintains and updates therapy changes in Electronic Medical Billing System.
7. Reschedules clients due to therapists' vacations/continuing education.
8. Requests any missing new client information and ensure information is provided to Admissions Coordinator.
9. Ensures all client records are accurately maintained including scanning all documents for the client file.

#### **ADHERES TO ETHICAL STANDARDS**

1. Adheres to the Code of Ethics for Easterseals DuPage & Fox Valley.
2. Complies with all Federal, State and local laws and regulations.
3. Performs work consistent with established ESDFV Mission, Values and Philosophy.
4. 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.

#### **QUALIFICATIONS:**

1. Bachelor's Degree preferred.
2. Minimum of two years of admissions services experience required.
3. High level of organizational skills and attention to detail.
4. Ability to expedite entry process and client's access to services.
5. Computer proficiency.
6. Strong interpersonal skills; excellent communication skills.
7. Previous experience working with managed care companies and/or insurance verification a plus.
8. A basic understanding of medically based therapy and specialty services, along with some medical knowledge, desirable.
9. An information/referral/social services background preferred.

**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.