

# Job Description – Operations Manager & Care Coordinator



## WHO WE ARE

Carolina Village Community Care is a home care agency for women. We provide short-term in-home support to help alleviate the stress and overwhelm women experience when managing their lives and homes after childbirth, when navigating an illness or health diagnosis, or recovering from surgery or hospitalization.

## WHY WE DO WHAT WE DO

We do this work because we believe women deserve support, and we are passionate about creating space for women to care for themselves during seasons of change and transition in life.

## POSITION OVERVIEW

Carolina Village Community Care is looking for an **Operations Manager & Care Coordinator** to provide operational support to help us more effectively accomplish our mission and make sure our technology and business infrastructure runs smoothly. As the Operations Manager, you will work closely with the Agency Director to implement and maintain structure, systems, and procedures to ensure smooth operation of the company. As the Care Coordinator, you will work closely with the RN Service Supervisor to manage the administrative aspects of caregiver hiring, scheduling, and client support.

## JOB RESPONSIBILITIES

- The **Operations Manager** will provide direct support to the Agency Director. This is a critical support role involving streamlining, mitigating, and implementing all the logistical and back-end operations of the business.
- Ensure all logistical, internal, and back-end operations of the business operate on the highest and most efficient level possible.
- Analyze, suggest, and implement improvements for all enrollment, launch and client-facing systems for the organization.
- Create and manage email marketing campaigns.
- Troubleshoot technical issues and provide solutions to fix proactively and in real-time.
- Develop and implement standard operating procedures; ensure all templates are consistent.
- Complete a thorough review of all internal systems, procedures, and automations.
- Observe, review, and analyze processes to identify inefficiencies and areas where improvements could be made
- Implement and maintain clear operational guides to ensure consistency of operations.
- Collaborate with the Agency Director on systems, procedures and how to improve client experience.

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- Deliver reports to CEO to provide insight into the overall efficiency of the organization
- The **Care Coordinator** will provide direct support to the RN Service Supervisor. This is also a critical support role involving conducting administrative tasks to enforce company policies & procedures, assist with employee payroll, and client billing.
- Answer the telephone for all calls regarding the home care agency during business hours.
- Initiate the hiring process for all caregivers including processing applications, background screening, interviewing, and reference validation.
- Maintain current caregiver files in accordance with CVCC policies and procedures.
- Order and maintain office supplies, form, and necessary equipment
- Follow up with prospective clients after referrals are made including the RN Service Supervisor, if needed.
- Schedule shifts by matching caregiver qualifications and availability to the client's needs.
- Comply with local, state, and federal standards, laws, and regulations in order to maintain office's licenses.

## ABOUT YOU:

- You are always looking for the most efficient solution with the most impact, using automation as a key lever.
- You analyze the root cause of a problem and create a sustainable, scalable solution.
- You take a proactive approach to problem-solving and have strong decision making skills.
- You consistently seek ways to eliminate the need for asking questions as all team responsibilities and questions are organized, clearly outlined and documented with clear instructions and video tutorials.
- You have strong organizational skills that reflect the ability to perform and prioritize tasks seamlessly with excellent attention to detail.
- You think all the way through the process and always try to predict the outcome based on the actions.
- You have the time and space to go all in on this career and want to devote yourself to this team and mission.
- You take ownership - you know pointing fingers doesn't get you anywhere and you're always looking for the part you've played.
- You have impeccable follow through - your word is your bond. If you say "Thursday at 5pm", you make that happen.
- Systems, technology, automation, spreadsheets, and metrics bring you joy.
- You have exceptional written and verbal communication skills.
- You're able to take feedback and implement it and can push back when you spot something that might affect the business.
- You enjoy working independently and also love being a part of a team.
- You're committed and want to grow and develop with our team.

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## REQUIRED QUALIFICATIONS + KNOWLEDGE

- A minimum of 2+ years of high-level administrative or operations support experience ideally with leaders in a fast-paced environment.
- Associates degree or related experience in the home care industry is preferred.
- Prior experience supporting a start-up small business is a plus.
- A high proficiency with technology that should be super easy and come natural to you.
- A quiet home /work environment, with equipment that includes a computer, cell phone, and high-speed internet.
- Willingness to navigate ambiguity and figure things out independently when necessary
- Ability to thrive in a fast- paced work environment independently and among a team of high achieving employees.

## COMPENSATION & DETAILS

This position is a **contract to hire position**. You would begin as a 1099 contractor for the 1<sup>st</sup> 90 days and then after successful completion of 90 days, the role would become a full-time W2 employee.

- You'll work in our office location in Matthews, NC primarily (and have flexibility to work remotely when needed)
- You will need to be available during Monday-Friday 9-5 pm EST
- Must have own computer and reliable access to Wi-Fi, internet, headset, and phone.
- Starting rate is at \$20/hr

Upon becoming a W-2 employee, you would receive the following benefits:

- 10 days annually of Paid Time Off