



Example of Client Care Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of client care. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for client care

- Responsibilities include training and coaching employees
- Participates in state licensing surveys of RCFs and ALFs
- Works with a team of surveyors, either as a team member or a team coordinator, working both independently for some tasks, and in a consensus process for others
- Reviews facility's survey history
- Observes details of residents' quality of care and life, including staff assistance with activities of daily living, medical/nursing procedures, staff interactions with residents, nutrition, activities provided, and environment
- Evaluates conditions, using state guidelines, and individual professional judgment to validate and determine findings of potential non-compliance
- Contributes/discusses findings with survey team in a consensus process to determine levels of compliance or non-compliance, and as a team verbally reviews findings with facility administration and staff
- Writes report of findings, using specified computer software program, and according to CMS "Principles of Documentation" guidelines
- Reviews facility's plan of correction (POC) for deficiencies, and advises administrator of any issues that may need further clarification in order for the POC to be acceptable
- Conducts revisits as needed, to determine that facilities have corrected deficiencies cited at surveys

Qualifications for client care

- Customer focus is required as we service both internal and external customers
- Must have above average People Management skills to handle day-to-day challenges of a diversified workforce
- Influencing, customer service, and problem solving skills
- Communication skills and financial acumen typically acquired through attainment of an Undergraduate degree
- Must have the ability to think and act independently, along with evaluating different types of fraud to determine the appropriate course of action
- Natural business acumen