**Admissions Coordinator**

**Westminster Canterbury on Chesapeake Bay**

3100 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

Westminster Canterbury is seeking an Admissions Coordinator for the Hoy Center at Westminster-Canterbury on Chesapeake Bay. This role is the first point-of-contact for families, discharge planners and other new short stay referral sources that are looking for placement in our Stone Rehabilitation Center. The ideal candidate will work closely with the Admissions Director and be involved in the community to further promote the excellence in healthcare that Westminster Canterbury Hoy Center offers. The duties of the Admissions Coordinator include, but is not limiting to: answering questions, giving tours of the center to prospects and coordinating the referral-to-admission process for inpatient rehabilitative services. An energetic, highly motivated team player is needed to assist the Admissions Director in a results-driven census atmosphere. This highly visible position requires a customer service professional that is detail oriented multi-tasker who thrives in a fast-paced environment. Candidate must have a genuine desire to display excellence in first impressions and customer service. The ideal candidates will be comfortable with public speaking and will required to do sales and marketing both internally and externally.

**RESPONSIBILITIES**

* Review and manage all referrals for admissions by screening patients by comparing patient's condition to admission criteria; evaluating and accepting or rejecting patients; referring patients and family to other programs and institutions
* Maintains frequent and open communication with local hospitals and referral sources regarding patient referrals, status of referrals, bed availability and to request any further information necessary to ensure a smooth transition of care from referring agency to The Hoy Center.
* Uphold communication with appropriate team members regarding potential and confirmed admissions, specialty needs identified to ensure all appropriate steps of the admission process is upheld in a manner that promotes excellent customer service.
* Obtains patient information from referral sources, patient, and/or family as needed; verifies and clarifies information for accuracy, reviews/completes admission contracts with new admits and complete EHR tasks in a timely manner.
* Collaborate with Finance team in initiation of insurance verifications, submission for insurance authorizations and management of care updates as needed.
* Ensure rooms are ready for admissions to include all of the necessities for a great customer experience.
* Responsible for promotion of The Hoy Center/Stone Rehab through community outreach and marketing efforts
* Assist in transitional care management by completing post-discharge care calls to support patient transition of care
* Maintain and update required Admission reporting as requested by Admissions Director/Healthcare Administrator
* Completes admission contract paperwork and orientation with patient, resident and/or family in a timely manner
* Participates in weekend on-call rotation to support admissions 7 days a week in support of business goals and act as a back up to Admission Director as needed

**QUALIFICATIONS**

* High School Diploma.
* LPN Licensure preferred.
* Minimum of associate degree in healthcare related field preferred.
* 1-2 years’ experience in the medical field.
* Prior experience or knowledge of skilled nursing centers is preferred.
* Individual must be highly motivated, energetic and able to work both independently and under the direction of the Admissions Director.
* Multi-tasker with excellent communication and computer skills.
* Familiarity with medical/clinical terminology preferred.
* Physical Requirements:
  + Able to climb or descent 5 flights of stairs
  + Able to stand or walk for a period of at least 4 hours
* Performs other duties incidental to the work described herein.

**BENEFITS**

* Health & Dental Available Day 1 for new employees!
* Dental Insurance
* Life Insurance
* Long-term Disability Insurance
* Medical Insurance
* Short-term Disability Insurance
* Employee Assistance Program
* Retirement Plan with employer match
* Paid Time Off (PTO)
* Employee Discounts
* Excellent Advancement Opportunities
* Scholarship Program for Employees/Family Members
* Tuition Assistance
* Six paid holidays
* Vision