



Company Overview: True Care is a licensed Home Care Agency providing outstanding homecare service in the New York Metropolitan area. Our passionate dedication to our clients sets True Care apart. We work with our clients individually to ensure their satisfaction and comfort with the paraprofessionals caring for them. It is our mission to continue to raise the standard of homecare services. We are committed to providing the highest level of care by maintaining excellence in staff, procedures, and responsiveness. The True Care team is Healthcare professionals who are committed to helping our patients and caregivers experience the most excellent care.

Position Title: CDPAP and PCA Coordinator, Placement Coordinator (Mandarin, Cantonese and English)

PCA and CDPAP Coordinator is responsible for coordinating caregiver placement and visit confirmations between the Home Health Aides and our patients. Responsibilities include creating and maintaining staff schedules, confirming attendance and communicating with the caregivers, patients and their families while adhering to True Care's policies and procedures. He/she performs case management for the assigned caseload and works to provide best quality service

Job requirements:

- High School diploma/ GED equivalent
- Must be bilingual in Chinese and English
- Full time Position
- Knowledge of HHA eXchange is highly preferred
- Strong interpersonal and communication skills
- Able to deal with difficult or sensitive situations in person or on the phone
- Excellent customer service having empathy and patience in working for elderly population
- Able to multitask and work in an extremely fast paced environment
- Ability to maintain a professional demeanor when handling issues

Salary range commensurate with experience-\$15-\$23 per hour

