



## **JOB DESCRIPTION**

**Title: Atlantic Caregiving (ACG) ADMINISTRATOR**

**Reporting to: ACG Group Manager**

**Location: Bermuda**

**Health: Fit enough to undertake the role**

**Appearance: Smart and Professional at all times**

**Hours: 30.00 hrs per week, flexible to suit the needs of the services**

### **The Company:**

Atlantic Caregiving Ltd. provides personalized, holistic care and advocacy, to maintain dignity and quality of life with a focus on domestic independence, while supporting absolute wellbeing Atlantic Care Giving is committed to providing professional, personalized, respectful top quality care and services, whilst maintaining evidence based exceptional standards to ensure the people we support enjoy the highest possible quality of life and its Homes exceed the Bermuda In home/ home day centre Standards of Quality and Safety

### **Duties and Responsibilities: The ACG Administrator**

- Responsible assisting in the for hiring, training, administrative and direct care employees and contract staff.
- Responsible for requesting, recording/tracking, and storage of all required proof of training and certifications for employees and contract staff.
- Ensures compliance with all Bermuda laws and maintain proper licensure for an In- Home Agency.
- Maintains agency documents for each employee and contractor to ensure proper retention requirements, insurance claims, payroll and billing.
- Required to maintain processes and procedures to ensure that the selection, documentation, screening and verification of credentials for all contractors referred by the agency to meet Bermuda requirements.
- Prepares for and responds to Bermuda Health Care Administration bodies, and insurers communication and requests for information in a timely manner.
- Responsible to partner with the compliance department in maintenance and updating of the emergency management plan and registration of the emergency management plan with Bermuda.
- Coordinates and or assists patient care services and oversee scheduling procedure
- Sets or adopts policies for and keep records of criteria for admission to service, case assignments and case management
- Manages client's records accessibility to ensure employees and contract staff has necessary access.
- Notifies families of needs or problems.
- Keeps accurate records for emergencies on file regarding health condition.
- Completes incident reports and ensure proper safety processes are being followed.
- Ensures timely and appropriate response to customer/family concerns.



- Gives or assists in the giving an orientation to all new clients, reviewing all guidelines and schedules.
- Coordinates or assists in any additional care needed for the client according to client's care plan and according to company guidelines.
- Maintains privacy and confidentiality of records, conditions, and other information relating to clients, employees and facility.
- Assures quality client care is provided consistent with company policies and budget objectives.
- Attends all mandatory meetings and in-service training sessions.
- Pursues record keeping, filing and extensive usage of ACG Software System for the entire agency's administration process.
- Ability to travel across Bermuda as needed.
- Must use own vehicle for travel. Must maintain a valid driver's license and automobile insurance coverage in limits that meets or exceeds Company standards.

**Qualifications:**

- R.N., LPN or other professional education or training and experience in health service administration and at least two years of supervisory experience in the in-home care field. Must be able to read, write, and speak English. Must enjoy helping ACG deliver quality, compassionate care across Bermuda's people and working in a fast-paced, team-oriented environment.
- This job description is intended as a summary of the primary responsibilities of and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform or of all qualifications that may be required either now or in the future. The compensation for the eligible candidate will depend on the qualifications profile.