Job Title: Clinical Concierge

Job Description:

The Patient Concierge is responsible for providing professional support to collaborate patient care and family contacts. The Patient Concierge's primary responsibility is to liaise and support patient quality care at the point of admissions, intake and clinical services and to communicate these treatment services to the family. The overall goal of this position is to enhance the quality of patient management and satisfaction. By promoting continuity of care and cost effectiveness through technical and collaborative advancements, the Patient Concierge will play a vital role in patient and family satisfaction. This position is accountable to the Director of Operations.

Duties and Responsibilities:

1. Contacts families and referents during and after admission into the Sovereign Health Primary Program and advises of the following:
   a. Assigned Therapists and Case Managers
   b. Date of First Individual Session
   c. Date of First Session with Medical staff
   d. Rules Pertaining to patient specific track

2. Informs family and collateral contacts of their level of involvement. Encourages and informs families to participate in weekend family programming and integrates family and/or loved ones into the treatment experience.

3. Tracks adherence to family updates provided by clinical team, on Wednesday, during the treatment team meeting and reports to clinical staff.

4. Serves as a liaison for incoming and outgoing calls, during business hours, to families and collateral contacts for ongoing updates and patient status.

5. Works with the Extended Care Team and administrative staff to provide families with appropriate resources and educational material, including upcoming Sovereign Health Family Program weekends.

6. Records interventions and interactions with patients and emails clinical staff, daily, regarding interactions with patients and families.

7. Other duties as assigned

Qualifications:

The individual must be willing to work with a wide variety of symptoms related to mental health. A willingness to work with multi-cultural populations and an understanding for cultural diversity are also essential.


**Experience:**

Hospitality experience and skills. Excellent Communication skills (listening, verbal and written). Must have a desire to make a positive difference.

**Skills and Competency:**

This position is expected to work closely with Sovereign Health's primary treatment services.

The overall goal of this position is to enhance the quality of individual patient care and satisfaction whilst promoting effective and structured communication between patients, their families and Sovereign Health.

The candidate must be exceedingly well organized, flexible and enjoy the challenges of supporting a small office of diverse people and programs. The ability to interact with staff (at all levels), in addition to patients and families, in a fast paced environment, sometimes under pressure, remaining flexible, proactive, resourceful and efficient, with a high level of professionalism and confidentiality is crucial to this role. Expert level written and verbal communication skills, a strong decision making ability and attention to detail are equally important.

Signed: ________________________________  Date: ______________________