



JOB DESCRIPTION

JOB TITLE: Employee Engagement Coordinator	DEPARTMENT:	Staff Care Team
FLSA STATUS: Exempt	DATE:	1/4/2023
SAFETY SENSITIVE: No	REPORTS TO:	Staff Care Manager

JOB SUMMARY

Little Stars Therapy Services Employee Engagement Coordinator will be efficient in processes, have attention to detail and work with the clinical team to ensure that patients are correctly scheduled for appointments and procedures. This position requires compassion, excellent listening skills, ability to navigate and analyze different styles of feedback, ability to apply as well as serve as a role model for positive engagement at work.

To be successful as Employee Engagement Coordinator, you should be helpful and courteous when attending to communication on behalf of Little Stars Therapy Services. Ultimately, an exceptional Employee Engagement Coordinator should be able to build and maintain a good rapport with leadership, administrative team members, clinicians and staff.

ESSENTIAL DUTIES AND OTHER RESPONSIBILITIES

- The Employee Engagement Coordinator will manage and execute on strategies to attract and retain the right talent and employees
- The responsibilities of this role will be to project manage new and existing employee engagement initiatives, as well as monitor and drive the success of these programs through performance measurement
- This role will collaborate with employees, community and clients/families to collect feedback, analyze metrics and create plans to continuously foster engagement
- Manage the implementation of employee engagement programs geared to attract and retain employees
- Coordinate and create timelines and project manage activities and to increase employee engagement and to sustain the employee culture
- Acts as the liaison to gather feedback from stakeholders and employees, that can be analyzed for continued improvement using consistent and accurate measurement metrics
- Review, analyze and assesses program utilization, employee feedback, competitive landscape for competitive offerings within our industry, and workforce productivity to ensure that cost-effective mix of programs is offered
- Review data to support business initiatives and analysis of metrics
- Collaborates with and builds relationships across organization, positions, departments and teams
- Implements engagement programs through various applications and technologies to provide consistent and accurate monthly/quarterly/annual insights reporting
- Exhibit exemplary attendance and punctuality.
- Comply with company policies and procedures.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Proven experience working in field of ABA and leadership roles.
- Working knowledge of medical terminology and medical insurance plans.
- Proficient in Microsoft Office applications (Word, Excel, Outlook).
- The ability to type and file accurately.
- Excellent communication and organizational skills.
- Good telephone etiquette.

SUPERVISORY RESPONSIBILITIES AND INTERACTIONS WITH OTHERS

The Employee Engagement Coordinator position has no supervisory responsibilities. The position will interact daily with administration and leadership team members, clinicians, parents/caregivers and at times community members.

EDUCATION, TRAINING, AND EXPERIENCE

- High school diploma or GED.
- Post high school education is advantageous.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk, hear, and see using close- or distance-vision, and use their hands to touch, grasp, or type. The employee may occasionally be required to reach with their hands and arms, walk, and lift or move objects up to 20 pounds. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

DISCLOSURE AND ACKNOWLEDGEMENT

This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties may differ from those outlined in the job description and other duties, as assigned, may be required. This document does not create an employment contract. Employees are employed on an “at-will” basis and may be terminated at any time. Consistent with all federal and state disability laws, Little Stars will provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause a direct threat to this individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation or cause undue hardship to the organization.

Little Stars provides equal employment opportunities to all applicants. It is the policy of Little Stars not to discriminate or allow the harassment of employees or applicants on the basis of sex, sexual orientation, gender identity, race, age, color, religion, national origin, physical or mental disability, and/or protected veteran status with regard to any employment practices, including recruitment, advertising, job application procedures, hiring, upgrading, training, promotion, transfer, compensation, job assignments, benefits and/or other terms, conditions, or privileges of employment, provided the individual is qualified, with or without reasonable accommodations, to perform the essential functions of the job. Little Stars will continue to take affirmative action to employ and advance in employment women, minorities, individuals with disabilities, and protected veterans and to treat qualified individuals without discrimination in all employment practices.

By signing below, I acknowledge that I have read and understand this job description.

_____ Employee Engagement Coordinator	_____ Date
_____ Staff Care Manager	_____ Date