

This resource is a result of the collaborative efforts of NHPCO's Next Generation Leadership Council.

The Admissions/Intake Coordinator works closely with the Admissions/Intake team and is responsible for taking non-clinical incoming calls and routing them as appropriate to support referral coordination for patients who need hospice services. The purpose of this document is to provide information on common skills that may be considered for the Admissions/Intake Coordinator role.*

Required Skills

The following skills are considered mandatory for the Admissions/Intake Coordinator:

■ Efficient

- Able to complete tasks timely and accurately.

■ Empathetic

- Able to emotionally understand what other people are feeling and relate to that feeling or imagine yourself in their position.

■ Integrity / Ethical

- Do the right thing even when no one is watching.
- Can be relied on as honest and truthful; able to easily identify sensitive and confidential information and handle it appropriately.

■ Interpersonal Skills

- Not everyone handles stress in the same manner. Knowing how to communicate with others, having strong EQ, patience, ability to observe, and show compassion are all part of interpersonal skills.
- Ease of communication and interaction with others; friendly and easy to talk to; warm presence.

■ Oral and Written Communication

- Phone skills; written skills for communications with patients/staff members as needed.

■ Professional

- Able to maintain professional composure at all times, especially during challenging and stressful situations.
- Remains cool under pressure.
- Adapt to the situation at hand; be adaptable in a fast-changing environment or scenario; by dynamic to the needs of patients, staff and the business.

■ Service Focused

- Able to create a positive atmosphere for patients and families engaging with the organization as well as those coming into the office for meetings or other needs.
- Able to collaborate effectively with the interdisciplinary team.

Mid-Level Skills

Ideally, the Admissions/Intake Coordinator will have experience with the skills noted below but may not be expert in these areas.

■ Accountable / Take Ownership

- Take responsibility for actions; see a problem and address it.
- Take charge and get things done when they need to get done, without being asked or told to do so.

■ Experience with Electronic Health Records (EHR)

- Has worked with EHR systems previously and is technologically inclined.

■ Organized / Multitasker

- Able to keep communication, schedules, and other items in an easy to track and follow system.
- Able to complete multiple tasks concurrently as needed.
- Completes assigned tasks and duties.

■ Patient Advocate

- Provide support to the clinical team to ensure the patient and family receive the care that they desire and require.

■ Problem Solver / Critical Thinking

- Able to network with internal personnel to obtain help for patients, families, and staff as needed.

Preferred Skills

These skills are those that the Admissions/Intake Coordinator may have experience with; however, they are not required for this position.

■ Conflict Management

- Able to handle and de-escalate situations.

■ Proactive

- Able to anticipate the needs of the business and solve for them.