



AnsCare Services, LLC

Physical Address: 7965 N High St, Suite 350, Rm 20, Columbus, OH 43235

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ADMINISTRATIVE ASSISTANT JOB DESCRIPTION

Job Summary

The Administrative Assistant is responsible for providing essential administrative and operational support to the agency. This position supports the scheduling and coordination of Direct Support Professionals (DSPs), facilitates communication between clients, families, staff, and case managers, and ensures the accuracy and organization of agency records. The Administrative Assistant will have daily contact with both internal and external stakeholders and will be entrusted with sensitive and confidential information.

Primary Objectives

1. Deliver outstanding customer service and client experience,
2. Assist in positioning and scheduling Direct Support Professionals (DSPs) on cases.
3. Provide administrative support to staff, managers, and the CEO.
4. Ensure compliance and accuracy of caregiver documentation and reporting

Key Responsibilities

Administrative & Communication Support

- Answer incoming calls and direct them to the Office Manager and/or CEO when necessary.
- Open, sort and process or distribute incoming mail.
- Assist in responding to agency emails, ensuring that all responses are in accordance with Agency policies and procedures, and/or other guidance received from the Office Manager and/or CEO
- Check the secure mailbox for employment applications, timesheets, and other secure documents. Process and route documents appropriately.
- Prepare and complete documentation as required
- Assist Office Manager and/or CEO with Initial Meet and Greet Assessments, Interviews and other meetings with clients and case managers.

Scheduling & Timekeeping

- Verify caregiver time and attendance by comparing paper timesheets with the Electronic Visit Verification (EVV) system.
- Monitor EVV system to ensure that DSPs clock in and out and complete required ADL (Activities of Daily Living) documentation.
- Review employee timesheets for completeness, accuracy, proper date (month/day/year), proper AM/PM notation, correct total hours, and required signatures/
- Confirm that hours worked align with client service authorizations/
 - i. Contact Caregivers for clarification and resolution any discrepancies, not noted
- Document discrepancies for inclusion in weekly reports to case managers



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Support for DSPs

- Assist DSPs with issues using and/or accessing the EVV system.
- Assist in entering DSP Service Units in Agencies billing system.

Reporting

- Prepare and submit weekly status reports to all case managers, including
 - a. Hours worked vs. hours authorized
 - b. Any discrepancies or issues
 - c. Special activities and/or accomplishments reported by the caregivers.

Records Management

- **Client Files**
 - a. Maintain accurate and organized client records in accordance with the Client File Checklist, ensuring authorizations, timesheets, and case notes are current and filed in chronological order.
- **Employee Files**
 - a. Maintain current employee documentation per the Employee File Checklist, ensuring background checks, licenses, and certifications are up to date.
- **Authorization Files**
 - a. Maintain service authorizations in alphabetical order by client name.
- **Assessment Files**
 - a. Maintain client assessments in alphabetical order by client name.
- Ensure that files are secured in office file cabinet
 - a. The separate files should be stored alphabetically according to the client's or employee's name

Qualifications

- High school diploma or equivalent required; Associate's or Bachelor's degree preferred.
- Experience in healthcare administration or office management strongly preferred.
- Strong organizational and multitasking skills with attention to detail.
- Excellent verbal and written communication skills.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook) preferred
- Comfortable learning new software (EVV and billing systems).
- Ability to maintain confidentiality and comply with HIPAA and agency policies.
- Strong customer service orientation with the ability to work collaboratively with staff, clients, families, and external partners.

Work Conditions

- Full or Part-time, office-based role.
- Regular interaction with agency staff, clients, families, and case managers.
- Requires handling of confidential and sensitive information.