



Job Description – Care Coordinator

Position Title: Care Coordinator

Reports To:

Employment Type: Full-time

Job Summary

The Care Coordinator provides leadership and operational oversight of Hineni Sdn. Bhd. (Hineni) caregiving services, ensuring suitably qualified caregivers are appropriately assigned to meet clients' individual care needs. The role is responsible for the effective planning, coordination, supervision, and continuous improvement of caregiving operations while maintaining high standards of safety, reliability, professionalism, compassion, and person-centred care.

Key Responsibilities

The Care Coordinator shall be responsible for, but not limited to, the following:

1. Plan, assign, and coordinate caregivers for their day-to-day duties and client assignments.
2. Prepare and manage caregiver duty rosters, ensuring adequate staffing and proper coverage for all scheduled shifts and service periods.
3. Maintain and uphold Hineni's standards of caregiving quality, professionalism, and service excellence.
4. Monitor and evaluate caregivers' performance to ensure that services are delivered in accordance with Hineni's policies, procedures, and clients' care plans.
5. Conduct or coordinate orientation, training, coaching, and competency development for caregivers as required.
6. Report caregiver-related issues, incidents, performance concerns, and operational matters to Management in a timely manner.
7. Participate in the recruitment, interview, selection, and onboarding of suitable caregivers and other care staff.
8. Respond promptly and professionally to client enquiries, concerns, complaints, and service requests, and escalate matters to Management where appropriate.
9. Assess clients' care needs and recommend appropriate care arrangements and caregiver assignments based on each client's condition, requirements, and level of care needed.
10. Conduct regular follow-up reviews, including client visits where appropriate, to monitor care quality, service delivery, and client satisfaction.
11. Maintain accurate, complete, and confidential client and caregiver records in accordance with Hineni's requirements.
12. Ensure compliance with Hineni's policies, procedures, professional standards, and applicable legal or regulatory requirements.
13. Perform any other duties and responsibilities reasonably assigned by Management from time to time in accordance with operational requirements.

Kuching Branch

No. 90, 1F, Lot 3905, Sunny Commercial Centre,
Jalan Dogan, 93250, Kuching, Sarawak, Malaysia

Penang Branch

2-6-25, GAT Lebuhr Macallum, Harbour Trade Centre,
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www.hinenicare.com



Qualifications & Requirements

The successful candidate should possess the following qualifications:

1. Registered Nurse (RN) qualification with a valid practising certificate, or an equivalent professional nursing qualification recognised by the relevant authority.
2. Minimum of five (5) years of nursing experience in a hospital or equivalent clinical setting.
3. Strong leadership, interpersonal, communication, planning, organisational, and problem-solving skills.
4. Adequate computer literacy, including proficiency in common Microsoft Office productivity applications and basic digital record management.
5. Demonstrate excellent teamwork skills and the ability to work independently using sound judgement and initiative.
6. Demonstrate professionalism, accountability, ownership, integrity, and commitment, with the ability to lead by example.
7. Good assessment, decision-making, and client relationship management skills.
8. Ability to work effectively under pressure while maintaining a high standard of care and service quality.

Key Attributes

1. Reliability and trustworthiness.
2. Good interpersonal and problem-solving skills.
3. Respect for diversity and cultural sensitivity.

Work Environment

1. Work will be majorly at the company office but work can be anywhere with mobile, laptop and internet availability.
2. Office hours are Monday to Friday, 8:00 am to 5:00 pm, inclusive of one (1) hour lunch break.
3. Flexible working hours may be required after office hours to attend to WhatsApp messages.



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