



GOOD SAMARITAN
FREE HEALTHCARE

JOB TITLE: REGISTERED NURSE CLINIC COORDINATOR **20 hours per week**

Essential Function:

Under the direction of the Director, provides a high level of clinic management and support for patients and volunteers; planning, development, implementation of policies and procedures; assists with volunteer activities, volunteer management software implementation and utilization.

Essential Responsibilities:

Performs comprehensive clinic implementation and evaluation of operations that are essential to an outpatient clinic; assists with training and scheduling of volunteers; collaborates with Director, staff and volunteers to ensure effective performance of clinic operations including integration of health and human service delivery systems; implements policies and procedures, goals and objectives, performance improvement, safety, environmental and infection control standards; handles confidential patient and human resource material in a responsible manner including understanding of HIPAA and OSHA regulations; team player who exhibits a positive attitude; employs fair and unbiased processes that enforce standards.

Qualifications and Requirements:

- Minimum 5 years of work experience in a clinical setting. This position requires excellent communication skills, especially the ability to listen and ascertain verbal cues. Excellent communication skills with physicians and mid-level providers, volunteer nurses, clinic staff, patients, community stakeholders and partners, and other volunteers required.
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- Strong decision-making skills, verbal and written communication skills, diplomacy, tact, flexibility, and attention to detail
- Flexibility – the work environment requires quick changes in routine and work with multiple personality types, including staff, patients, and volunteers. Able to implement policies and protocols
- Supervisory or coordinator experience with solid organizational skills

Education and Licensure: Associate degree required. Bachelor's degree preferred from an accredited college or university in nursing. CPR certification required.

Knowledge of primary care clinic management; human behavior characteristics and conflict resolution techniques; understanding of the basic principles of training best practices.

Ability to perform responsible and challenging special assignments; understand the organization and operation; complete assignments in a timely manner; represent the organization as a professional; communicate clearly and concisely, orally and in writing; recognize problems and make sound decisions and recommendations using good judgment and diplomacy; operate and use computer and supporting applications. ;
License: Possession of a valid unrestricted West Virginia Registered Nurse License

DUTIES & RESPONSIBILITIES

1. Coordinate general operation of the clinic:
 - a. Responsible for office management related to clinical issues for patients.
 - b. Monitor supplies.
 - c. Ensures clinical equipment in good working order.
 - d. Assists with orientation for new volunteers, (clerical, medical and nursing).
 - e. Report concerns and ideas for improvement to Director.
2. Coordinate and support clinical areas:
 - a. Schedule (or assist with) volunteer personnel for clinic nights to include providers, nurses, and non-clinical volunteers.
3. Develop and maintain knowledge of local and regional resources for specialty care for patient referrals. Communicate with physicians and mid-level providers to determine the best referral for patients.
4. Case management of patients:
 - a. Advocate for patients with hospitals and specialty groups for charity care.
5. Coordinate with Director and as needed, to provide referrals to specialty physicians or other resources:
 - a. Make appointments for patients based on physician orders.
 - b. Provide patient information for the referral physician or practice.
 - c. Provide referral information for patients.
 - d. Ensure proper follow up of diagnostic information. Coordinate review with Medical Director or another physician.
 - e. Encourage patient compliance.
 - f. Ensure completed notes in electronic medical by clinical staff.
6. Participate in the Quality Improvement with Director and volunteers.
7. Be an advocate for Good Samaritan Free Health Care Clinic and our patients both internally and externally.
8. Additional duties as assigned.

Working Conditions/Physical Demands

The Clinic Coordinator must have the ability to evaluate and respond immediately to various situations, to communicate professionally with other staff, patients, physicians, and volunteers either in person or by phone. She/he must be able to work effectively with others, demonstrating tact, discretion, and diplomacy. She/he must maintain a calm and effective performance in stressful situations. The individual must be available to work during the evening clinic hours with additional hours flexible with some capability of telework.

Must be willing to sign a statement of faith.