



Greater Elgin Family Care Center Job Description

Job Title: Clinic Coordinator
Department: Operations
Reports To: Practice Manager
Prepared By: Practice Manager
Prepared Date: June 2012; October 2014

SUMMARY

The Clinic Coordinator provides, manages and coordinates the welcoming of patients and visitors to the Center, registration of patients, creating and maintaining patient electronic health record, scheduling appointments and provides oversight of the health center support staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Welcome patients and visitors to the Center, determine their needs and respond accordingly.

Provide daily on-site management and oversight of Health Center support staff and operations.

Ensure compliance with GEFCC Policies and Procedures, Joint Commission Standards and all other applicable laws and regulations.

Responsible for the hiring, orientation and training of new employees.

Promote and maintain a professional and positive work environment.

Provide all forms of leadership, supervision, direction, training and role modeling to all staff.

Serves as Safety Site Coordinator for respective Health Center location.

Schedule staff appropriately, according to Health Center needs.

Demonstrate professionalism on a daily basis.

Ensures staff are following all Primary Care Medical Home (PCMH) policies and procedures.

Report to all scheduled work sites and shifts on time and fully prepared to engage in all job responsibilities; location of work sites and shifts will change at the discretion of the supervisor.

Engage in all offered training, consultations and supervisions made available. Fully and professionally respond to and implement directives and advice offered by all supervisory and training personnel, as well as professionally offered feedback from coworkers.

Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Supervises Receptionists and as necessary assists in the oversight of Medical Assistants, Case Managers and Unit Clerk staff.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

EDUCATION AND/OR EXPERIENCE

An Associate's degree with relevant experience is preferred.

Excellent writing skills required.

Computer literacy and ability to utilize various software, word processing and spreadsheet programs required.

LANGUAGE SKILLS

Ability to read, analyze and interpret general business periodical, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure/training manuals. Ability to effectively present information and respond to questions from groups of managers, clients' customers and general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiple, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to apply basic concepts of algebra.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited health information exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

JOB KNOWLEDGE

Ability to use technical skills and apply knowledge necessary for this position.

QUALITY

Ability to demonstrate accuracy and thoroughness while performing the duties of the position.

SAFETY AND INFECTION CONTROL

Be knowledgeable about and follow Greater Elgin Family Care Center's safety policies and procedures.

OTHER QUALIFICATIONS

Ability to work late evening hours.

Ability to work some weekend hours.

Pleasant disposition and ability to communicate effectively with patients and co-workers.

Customer service orientation.

Bi-Lingual (Spanish) preferred.

Must be able to respond to patients with non-judgmental empathy.

Must be able to maintain confidentiality of services.

Must have strong numbers aptitude.

AGE-SPECIFIC CARE

The patient population cared for by the employee in the job includes:

- neonate (0-28 days)
- Infant (29-1 year)
- Pediatric (1-12 years)
- Adolescent (13-18 years)
- Young Adults (19-21 years)
- Adults (over 21 years)
- N/A (Not applicable for this job)

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

While performing the duties of this job, the employee is regularly required to stand; walk; sit use hands to finger, handle, or feel; reach with hands and arms; climb and balance; talk or hear; taste or smell. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/ or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.