

Employee Name:
Site Coordinator Job Description

Date of Hire:

COMMUNITY HEALTH CARE SYSTEMS, INC. SITE COORDINATOR JOB DESCRIPTION

JOB SUMMARY: Responsible for directing, supervising and coordinating daily operations and activities of all clinic staff to include Nursing and Pharmacy staff, Check-In, Check-Out, Medical Records, Sliding Fee, and Receptionist.

JOB CLASSIFICATION: Exempt.

RATING DUTIES AND RESPONSIBILITIES:

- A. Ensures quality, safe, and efficient daily operations are maintained.
- 1 2 3 4 Oversees daily office operations. Monitors work status and progress.
 - 1 2 3 4 Implements short and long-term work plans and objectives for site employees.
 - 1 2 3 4 Develops guidelines for prioritizing work activities, evaluation effectiveness, and modifying activities as necessary. Ensures that office is staffed appropriately.
 - 1 2 3 4 Identifies, analyzes and resolves work problems to ensure quality patient service.
 - 1 2 3 4 Assists in the recruiting, hiring, orientation, development, discipline, and evaluation of site staff.
 - 1 2 3 4 Administers organizational policies and procedures in a consistent and timely manner.
 - 1 2 3 4 Monitors appointments to insure maximum scheduling and identifying and resolving operational problems.
 - 1 2 3 4 Monitors patient flow to insure efficiency in seeing patients timely and identifying and resolving operational problems.
 - 1 2 3 4 Monitors medical records to insure timely flow and scanning of records and identifying and resolving operational problems.
 - 1 2 3 4 Monitors sliding fee to insure accuracy and compliance of sliding fee procedures and identifying and resolving operational problems.
 - 1 2 3 4 Monitors start and end time and advises leadership of problems.
 - 1 2 3 4 Handles patient complaints in an efficient and professional manner.
 - 1 2 3 4 Assists PI Coordinator with studies.
 - 1 2 3 4 Assists in the Referral process and follows up on outstanding referrals.
 - 1 2 3 4 Assures that Incident Reports are filled out in a timely manner and routed to PI Coordinator.
 - 1 2 3 4 Handles site specific facility management.
 - 1 2 3 4 Participate in coordination of care for individual patients. (PCMH)
 - 1 2 3 4 Support patients and families in self-management, self-efficacy, and behavior change. (PCMH)
 - 1 2 3 4 Fulfill roles and functions of a care team member under Patient Centered Medical Home. (PCMH)
 - 1 2 3 4 Under the direction and supervision of the provider, provides care specific to the education, physical, psychosocial, cultural, and developmental/age specific needs of the patient. (PCMH)
 - 1 2 3 4 Observes the communication abilities and needs of the patient and structures procedures, education and care accordingly. (PCMH)
 - 1 2 3 4 Follows all policies and procedures of Family Planning.
 - 1 2 3 4 Performs other duties as assigned.
- B. Manages environment of care in safe and efficient manner:
- 1 2 3 4 Ensures work area is kept clean and orderly.
 - 1 2 3 4 Reports equipment failure or hazardous environment conditions to appropriate person promptly.
 - 1 2 3 4 Complies with Ctr policies related to safe environment and employee/patient health & safety.
 - 1 2 3 4 Responds appropriately to emergencies or drills.
 - 1 2 3 4 Demonstrates frequent hand washing using good technique.
 - 1 2 3 4 Practices good body mechanics and ergonomics when performing duties.
 - 1 2 3 4 Keeps work area stocked with appropriate supplies.

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C. Protects the confidentiality of medical records as per CHCS policies and HIPAA regulations:
1 2 3 4 Reports actual or potential breaches of confidentiality to appropriate personnel.

D. Demonstrates competency in skills:
1 2 3 4 Maintains current skills checklist.
1 2 3 4 Seeks assistance and clarification as needed.
1 2 3 4 Seeks out new learning experiences.
1 2 3 4 Attends and participates in in-services/continuing education activities as directed.

E. Demonstrates professionalism:
1 2 3 4 Upholds the confidentiality of all patient/provider information.
1 2 3 4 Upholds patient rights related to health information.
1 2 3 4 Handles all appropriate communication whether written or verbal in a courteous, professional manner.
1 2 3 4 Follows the Center's dress code.
1 2 3 4 Demonstrates responsibility for maintaining unquestionable attendance record.
1 2 3 4 Recognizes and utilizes appropriate chain of command.
1 2 3 4 Gives and receives constructive criticism in a professional and respectful manner.
1 2 3 4 Demonstrates ability to prioritize work and meet deadlines.
1 2 3 4 Maintains confidentiality of Center business and quality improvement activities.
1 2 3 4 Participates in improving organizational performance activities as requested.
1 2 3 4 Regularly attends and participates in staff meetings and work team as assigned.
1 2 3 4 Participates in orientation of new staff members as requested by supervisors.
1 2 3 4 Performs other duties as requested by supervisors.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Good interpersonal communication skills.
2. Demonstrates diplomacy with patients/other health care providers/visitors/vendors, etc.
3. Works easily and effectively with others
4. Ability to problem solve and make decisions independently
5. Demonstrates initiative, integrity and accountability
6. Ability to function in a stressful environment
7. Ability to operate basic office equipment
8. Ability to comply with employee and patient safety policies

MINIMUM QUALIFICATIONS:

High school graduate or GED required.

TYPICAL PHYSICAL DEMANDS AND WORKING CONDITIONS:

Good general health. Requires prolonged sitting, some bending, stooping, kneeling, crouching and stretching. Hand-eye coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment of the tasks assigned. Requires adequate eyesight. Occasional lifting and carrying of up to 15 lbs. Possible exposure to potentially toxic substances: electrical, flammable, explosive gas hazards; and other conditions common to a clinic environment. Some works areas are small. Noise may be moderate. Requires working under stressful conditions. Requires exposure to unpleasant elements common to health care (illness, emotional distress, trauma, etc.). Is able to perform job functions with proper technique.

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EVALUATIONS:

Is evaluated annually.

JOB RELATIONSHIPS:

Supervised by: Nurse Manager and or CEO
Employees Supervised: CHCS, Inc. Site Specific Employees

PERFORMANCE MEASURES RATING SCALE

- Level 4 Performance consistently meets and frequently exceeds the level of performance expected of a Fully qualified/experienced employee. (Exceeds Expectations)
- Level 3 Performance consistently meets the level of a fully qualified/experienced employee. (Meets Expectations)
- Level 2 Performance is generally acceptable, but performance is less than the level of a fully qualified/ Experienced employee. Improvement in one or more areas is needed to bring up to a Level 3. (Needs Improvement)
- Level 1 Performance is below an acceptable level. Substantial improvement is needed to be rated at Level 2. (Does Not Meet Expectations Consistently)

Reviewed:

Employee Signature*

Date

Nurse Manager and/or CEO Signature

Date

*My signature means I have reviewed this evaluation with my supervisor and does not imply that I agree with this evaluation.

Initial 5/05

Rev 11/10