



Hiring For: Full-Time Employee focused on Bilingual Patient Care and Administrative Support

Patient Care Coordinator

JOB DESCRIPTION

Department: Client Services

Reports to: Medical Services Manager

FLSA Classification: Hourly

Status: Full-Time

General Description

The Patient Care Coordinator is a non-medical position to support the Medical Services department. This position primarily focuses on these areas: administration, non-medical patient care, and medical services volunteer training.

Supervision

Will be under the supervision of the Medical Services Manager.

Supervises

Non-supervisory role

Qualifications:

1. BILINGUAL IN ENGLISH AND SPANISH.
2. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Lord and Savior and is accountable to a local Bible-believing church.
3. Exhibit strong commitment to the sanctity of all human life.
4. Be committed and live by Biblical sexual ethics. Specifically, abstinence outside of marriage and fidelity within marriage.
5. Agreement with Choices' Statement of Principle, Statement of Faith, Mission Statement, and policies of the organization.
6. Be dependable, punctual, and committed to the ministry of Choices.
7. Strong organizational, problem solving and administrative skills.
8. Ability to handle client and patient information with confidentiality and sensitivity, respecting and promotion patient rights.

9. Excellent listening, verbal, and written communication skills.
10. Ability to carry out responsibilities with little or no supervision and complete tasks as requested.
11. Ability to communicate the vision and mission of Choices with clarity and represent Choices' values.
12. Ability to work with a multi-generational staff and be a unified, committed team player.

Administrative Duties:

1. Responsible for opening/closing the center as assigned.
2. Welcome and greet patients, clients, and guests with warmth and sensitivity.
3. Responsible for all patient appointment preparation, such as appointment reminders, chart preparation, and sending mobile intake documents (if applicable).
4. Responsible for administration and flow of patient appointments, such as notifying appropriate staff or volunteers of patient or male client arrival, accuracy and completion of patient documents, chart documentation, scheduling patients next appointment at departure (if applicable), etc.
5. Oversee the organization/tidiness, cleanliness, efficiency, and supplies of the reception, lobby, volunteer room, etc. Assist with other areas as needed: MS bathrooms, lab, etc.
6. Inventory brochures and general center supplies needed for Medical Services and make requests for purchases as per Choices' policy.
7. The lead in responding to phone, email and text messages regarding appointments, follow-ups, etc., passing off any medical questions to a medical team member.
8. Assist in the expansion of the referral list by researching/contacting potential partnerships.
9. Translate documents to Spanish as needed.
10. Play an active role in team and individual meetings to promote the best care for patients and support for receptionist/patient advocate volunteers.
11. Assist the MA in sending/receiving patient medical records; obtaining lab/x-ray reports, hospital notes, referral information, etc.; completing forms/requisitions as needed

Medical Services Duties and Responsibilities:

1. Fulfilling patient care responsibilities as assigned that may include: checking schedules and organizing patient flow, assigning follow ups to volunteers, assist all Spanish-speaking patients during phone calls and in appointments, advise patients on appropriate referral partners, relay instructions to patients/families, charting, etc.
2. Regularly see patients for urine pregnancy test appointments and educate on abortion, adoption, sexual risk avoidance, STI's, as appropriate; provide emotion/spiritual support as needed.
3. Audit patient files for accuracy. Review and correct if necessary.
4. Lead in the training of non-medical volunteers (receptionists, schedulers, patient advocates, etc.) - training new volunteers, providing daily support, offering group trainings, and ensuring that our MS volunteers have what they need to provide the best support care for Choices' patients.
5. Share Choices' classes/events with patients.
6. Proactively manage assigned projects and/or tasks.

Family Services Duties:

1. Encourage patients to participate in the Earn While You Learn educational program.
2. Cross train to perform all Family Services functions as requested (Bright Course, Earn While You Learn, knowledge of Baby Boutique/Baby Bucks).

General Staff Duties:

As requested by Executive Director, Client Services Director or your Supervisor:

1. Attend staff meetings.
2. Attend on-going training and conferences (may require travel).
3. Attend Choices events and other events as needed.
4. Participate in representation to churches and organizations.
5. Take an active role in the organization's network strategy, including hosting a table at the annual Choices Fundraising Banquet.
6. Commit to be an active learner, staying educated about life issues and as well as professional development.

If interested, please send your resume to Brooke Nichols, Medical Services Manager, at bnichols@choiceschattanooga.org.

Last Modified: 04/03/2023