

*Hiring For: Full-Time Employee focused on*

*Bilingual Non-medical Patient Care and Administrative Support*

Patient Care Coordinator

JOB DESCRIPTION

**Department:** Client Services

**Reports to:** Medical Services Manager

**FLSA Classification:** Hourly

**Status:** Full-Time

**Hours:** Tue 8:30-4:30, Wed 8:30-4:30, Thurs 8:30-7:30, Fri 8:30-4:30, Sat 8:30-1:30

**Position Summary:**

The Patient Care Coordinator is a non-medical position whose primary role is to provide support to patients during their pregnancy test appointment. The Patient Care Coordinator will provide education on options (abortion, adoption, and parenting) without judgment or coercion; discuss sexual risk avoidance, STI’s, provide community referrals; and as appropriate provide emotional and spiritual support to patients.

**Qualifications:**

1. BILINGUAL IN ENGLISH AND SPANISH.
2. Committed Christian who demonstrates a personal relationship with Jesus Christ as Lord and Savior and is accountable to a local Bible-believing church.
3. Strong commitment to the sanctity of all human life.
4. 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. Dependable, punctual, and committed to the ministry of Choices.
7. Strong organizational, problem solving and administrative skills.
8. Ability to manage client and patient information with confidentiality and sensitivity.
9. Excellent listening, verbal, and written communication skills.
10. Carry out responsibilities with little or no supervision and complete tasks as requested.
11. Communicate the vision and mission of Choices with clarity and represent Choices’ values.
12. Enjoy working with a multi-generational staff and be a unified, committed team player.

**Patient Care Duties:**

1. Regularly see patients for urine pregnancy test appointments. Educating on abortion, adoption, sexual risk avoidance, STI’s, providing emotional/spiritual support to patients as appropriate and documenting patient encounters accurately into EMR system.
2. Assist Spanish speaking patients during the check in process and for all medical appointments.
3. Refer patients to internal resources (EWYL program, mommy and me resources, group classes, etc.) and external community resources. Acting as a liaison between Choices and the referring agency.
4. Update the resource and referral notebook. Ensuring that referrals are up to date and appropriate for Choices’ clients and patients.
5. As needed, assist patients in completion of online applications for TennCare, Medicaid, WIC, and Food Stamps.
6. Respond to voice mails, emails, and text messages promptly regarding appointments or requesting information and forwarding all medical questions to a medical team member.
7. Make follow-up calls to assigned patients to ensure satisfactory care was received, that connections with referrals have been made, and to assess patient for additional needs.

**Administrative Duties:**

1. Back up for the receptionist. Greeting patients, clients, and guests with warmth and sensitivity.
2. Sending mobile intake documents or providing paper documents for patient completion. Review patient documents for completion and notify appropriate staff or volunteers of patient or male client arrival.
3. Schedule patients’ next appointment at departure.
4. Assist the medical services manager in auditing patient files for accuracy. Review and correct when necessary.
5. In partnership with the volunteer coordinator assist in the training of non-medical volunteers (receptionists, schedulers, patient advocates, etc.) providing daily support, participating in group trainings, and ensuring that our medical services volunteers have the tools necessary to support Choices’ patients. Proactively manage assigned projects and/or tasks.
6. Inventory brochures and general center supplies needed for Medical Services and make requests for purchases as per Choices’ policy.
7. Translate documents to Spanish as needed.

**Shared Team Duties:**

1. Opening/closing the center as assigned.
2. Participate in the organization/tidiness, cleanliness, efficiency, and supplies of the reception, lobby, volunteer room, etc. Assist with other areas as needed: MS bathrooms, lab, etc.
3. Answer phones, emails, and text messages regarding appointments timely and appropriately passing off any medical questions to a medical team member.
4. Complete assigned patient follow-ups and assist in assigning follow-ups to patient advocates.
5. Assist in monthly reporting duties.
6. Play an active role in team and individual meetings to promote the best care for patients and support for receptionist/patient advocate volunteers.
7. Assist the medical team in sending/receiving patient medical records.
8. Other duties as assigned by manager.

**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 and the Walk for Life.
6. Commit to be an active learner, staying educated about life issues and as well as professional development.

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