



Patient Care Manager

JOB DESCRIPTION

Department: Medical

Reports to: Client Services Director

FLSA Classification: Exempt

Status: Full-Time

Position Summary

The Patient Care Manager is responsible for overseeing the daily operations and growth of the Patient Care component of the medical services department.

Supervisor

The Patient Care Manager reports to the Client Services Director. There will be a yearly written and oral evaluation as well as regular one-on-one meetings.

Supervises

The Patient Care Manager supervises non-medical employees and volunteers in the medical services department.

Qualifications

1. Committed Christian who demonstrates a personal relationship with Jesus Christ as Lord and Savior and is accountable to a local Bible-believing church.
2. Agreement with Choices' Statement of Principle, Statement of Faith, Mission Statement, and policies of the organization, and is committed to the Ministry of Choices.
3. Strong commitment to the sanctity of human life and biblical sexual ethics and have a sincere desire to reach and help at-risk patients considering abortion.
4. Proven management skills including, problem-solving, clear communication, excellent administrative skills, the capacity for motivation and able to provide constructive feedback.
5. Effectively manage assigned projects, carry out responsibilities with minimal supervision and complete tasks as required.

Responsibilities

Management

1. Set the tone and culture of the patient care team.
2. Conduct weekly/bi-weekly meetings with direct reports to encourage, develop and guide staff.

3. Accomplish department objectives by communicating job expectations and monitoring results. Regularly provide feedback, conduct performance reviews, recognize gaps in skills and provide an opportunity for additional training.
4. Act as a liaison with other department managers.
5. Participate in interviewing non-medical volunteers (Patient Advocates, Receptionists, etc).
6. Responsible for the initial training and ongoing coaching of the MS non-medical volunteers in equipping them to be skilled in their particular volunteer roles, utilizing the patient care staff team to be the trainers where able.

Operations

1. Oversee the daily operations of Medical Services.
2. Maintain the schedule for patient appointments.
3. Participate in brainstorming of yearly goals and direction of Medical Services.
4. Along with the Nurse Practitioner, conduct an annual review of policies and procedures related to the Medical Services Department to ensure compliance.
5. Manage patient records and data. Ensuring records are kept safe, are organized and accessible.
6. Audit all patient files for accuracy. Review and correct, as necessary.
7. Monitor patient outcomes and patient feedback. Utilizing this information to gauge the performance of medical services and make suggestions for improvements.
8. Inventory and order brochures as needed.
9. Assign follow ups.
10. Monitor text request.
11. Provide good client content (client stories, requests, stats, quotes, comments); help brainstorm content needed for direct appeals, and newsletters.
12. Continue to see patients as needed to stay current, invested, and passionate.
13. Shared team duties; participate in the organization/tidiness and cleanliness of the reception, lobby, bathrooms, lab, volunteer room, etc.
14. Proactively manage assigned projects.

General Staff Duties

As requested by your supervisor or Executive Director,

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