

JOB DESCRIPTION

POSITION TITLE:	Clinical Nurse
LOCATION:	HOPE Clinic – Main
REPORTS TO:	Director of Clinical Services & CQI
EDUCATION:	Current Texas LVN or RN License in good standing
WORK EXPERIENCE:	2 years experience as an LVN or RN required
SALARY RANGE:	\$40,000 - \$60,000/year; DOE & Licensure
FLSA STATUS:	Exempt
POSITION TYPE:	Full-Time - Salaried
LANGUAGE:	Fluent in English; Bilingual in English and Spanish, Arabic, Burmese, Chinese or other languages is preferred

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including race, creed, color, age, sex, religion or national origin.

JOB SUMMARY:

This position will serve to assist the family practice providers at HOPE Main with daily operations and processing of administrative tasks. This position will also be responsible for supervising the Team Leads and day to day operations for the clinical departments at the HOPE Main Campus and coordinating training consistency for the Medical Assistant Team Leads at other locations.

MAJOR DUTIES & RESPONSIBILITIES:

- Assist family practice providers at HOPE Main with daily administrative tasks such as telephone call backs, prescription refill processing, prior authorization requests, document and paperwork processing;
- Monitor the workflow and progress of the HOPE Main family practice administrative tasks to make sure timeframes and items are kept on schedule and processed in a timely manner;
- Supervise HOPE Main Medical Assistant (Family, Pediatric & OB) & Care Coordinator team leads to create a cohesive and effective work environment including completion of time and attendance rosters, requests for paid time off and schedule coordination, and annual evaluations;
- Coordinate with HOPE Main Medical Assistant (Family, Pediatric & OB) and Care Coordinator Team Leads to ensure interviewing, and training for new staff is complete and conducts regular skills refresher trainings for staff;
- Coordinate with Medical Assistant Team Leads at other locations to ensure cohesiveness and consistency in interviewing, new hire training and skill refresher training for staff;

- Hosts regular team meetings and coordinates efforts toward efficient and quality services among site managers and team leads;
- Collaborate with Finance and Operations team members with HEDIS & CQI measures;
- In conjunction with the procurement and facilities department, ensures regular compliance measures are conducted such as equipment calibration, control testing, inventory and supply management, and laboratory certifications;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision and Values.

QUALIFICATION REQUIREMENTS:

- Minimum of two (2) years in nursing field required;
- LVN or RN License required;
- Outpatient medical office management experience is preferred;
- Staff management experience is preferred;
- Knowledgeable of and maintains HIPAA standards of privacy and confidentiality;
- Must be able to utilize the Internet, Microsoft Office and other relevant computer programs;
- Strong written and oral communication skills;
- Must be detailed oriented and able to handle multiple tasks;
- Excellent customer service skills.

EDUCATION and/or EXPERIENCE:

High School diploma or GED is required; Associates Degree or graduation from an accredited school of vocational nursing and/or an accredited school of nursing. 2 years experience in the medical field as a LVN or RN required. Texas LVN or RN License in good standing required.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

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

OTHER SKILLS and ABILITIES:

- Bilingual (Vietnamese, Chinese, Arabic and/or Spanish with English) is preferred.
- Above average skills in language ability as well as public speaking and writing.
- Must have good transportation and a valid Texas Driver's license.

LEADERSHIP RESPONSIBILITIES:

Will have supervisory and/or direct people management responsibilities. Will provide work guidance, technical advice, and training new departmental staff.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with patients, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

PATIENT RELATIONSHIPS:

Follow through with patient inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting (up to twenty pounds) is required.
- Ability to uphold the stress of assisting patients of diverse backgrounds.
- Regular, predictable attendance is required.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements.

HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.