



## **JOB DESCRIPTION**

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<b>POSITION TITLE:</b>	Maternal Care Coordinator (MCC)
<b>LOCATION:</b>	HOPE Clinic
<b>REPORTS TO:</b>	Director of Operations
<b>EDUCATION:</b>	High School Diploma or Equivalent
<b>WORK EXPERIENCE:</b>	Medical Assistant Qualification/Maternal Health Experience
<b>SALARY RANGE:</b>	\$12.00 - \$18.00/hour
<b>FLSA STATUS:</b>	Non-Exempt
<b>POSITION TYPE:</b>	Full-Time
<b>LANGUAGE:</b>	Fluent in English; Bilingual in English and Spanish 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:**

The Maternity Care Coordinator (MCC) is responsible for maternal and women health coordination for optimal maternal and newborn health outcomes. The MCC will assist in coordinating maternity care, prenatal education initiatives, gynecological care coordination, addressing social determinants, linkage to resources, and hospital coordination. If needed, the MCC will float to assist as a Medical Assistant. This position will report to the Director of Operations.

### **MAJOR DUTIES & RESPONSIBILITIES:**

- Coordinate with partnering agencies to ensure seamless coordination of women's health services including prenatal, birth, and gynecological care;
- Screen and assess all OB patients, keeping a record of their EDD;
- Assist patients with making timely obstetrics, gynecology, and newborn appointments with appropriate providers;
- Obtain and route discharge birth summaries to proper department;
- Educate patients on family planning, women's health, maternal care, and newborn health;
- Coordinate Babyscript and other patient care activities;
- Facilitate access to prenatal care and linkage to services that include medical home health, healthy eating, prenatal classes, breast feeding classes and other services based on client needs;
- Spearhead activities to drive and improve cervical cancer screening rate;
- Early entry to prenatal care;
- Patient follow-up to reduce no-show and missed appointments;
- Completes and submits accurate and timely reports;

- Give instructions to patients as directed by OBGYN provider;
- Assist with returning patient inquiries, prescription refills requests/prior authorizations for medication, DME Orders, and referrals as needed;
- Performs other duties as to support maternal health care;
- Place patients in exam rooms, obtain history and vital signs, and document in the medical records;
- Assist in the examination and procedures for patients with provider;
- Maintains confidentiality when interacting with patients, families, personnel and public;
- Provide treatments as ordered such as aerosol treatments, immunizations, and injections;
- Assess medical and medical education needs of the patient and provide education as directed by provider;
- Discharge patients giving all patient documents and provider instructions;
- Perform laboratory and diagnostic procedures such as venipuncture, urinalysis, glucose, hemoglobin, and electrocardiogram;
- Provide translation assistance as needed;
- Triage patients in person and on the telephone;
- Answer telephone calls and messages within the same day;
- Provide education and instructions on lab and diagnostic results, medication refills by telephone and in person for patients;
- Keep patient exam rooms and nursing station stocked with supplies and organized;
- Review the providers schedule throughout the day and prior to the start of shift to ensure patient flow;
- Follow-up on no show appointments as directed by providers;
- Work with other team members and managers to implement daily duties and new programs as needed;
- Reports adverse events or incidents and patient feedback/comments to supervisor;
- Report errors or issues promptly to supervisor;
- Participate in regular team meetings to disseminate information, improve team communication and work processes among the team members.
- Participate in recruiting and hiring, performance improvement activities, staff trainings, and weekly team huddles;
- Maintain security of medical records and patient's health information according to HIPAA standards.
- Attend on-site/off-site community engagement activities, clinic events, and/or training as needed;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision and Values.

#### **QUALIFICATION REQUIREMENTS:**

- Knowledge of maternal issues and community resources;
- Medical Assistant experience with certification preferred;
- Must have the ability to multi-task;

- Obstetrics, gynecology, and maternal health experience required;
- Bilingual highly preferred;
- Must have excellent communication skills;
- Must have good computer skills.

**EDUCATION and/or EXPERIENCE:**

- High School degree or GED required;
- Certified Medical Assistant preferred.

**TRAVEL REQUIREMENTS:**

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is 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. Skill in working and communicating with persons from diverse socioeconomic groups. Capable of maintaining confidentiality, self-control and composure under adverse circumstances. Skill in educating, persuading, instructing, and advising health care providers and the public in communicable disease control measures. Ability to make effective technical and informative presentations to professional and lay audiences.

**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 (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;
- Strong proficiency and experience in data collection, management, and evaluation on programs such as Excel, Access, or other data management programs.

**LEADERSHIP RESPONSIBILITIES:**

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

**WORK COMPLEXITY/INDEPENDENT JUDGEMENT:**

Work tasks can be straightforward, routine, structured or are complex, non-routine, non-structured and guided by established policies and procedures. Independent clinical/administrative 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 health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

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