

JOB DESCRIPTION

POSITION TITLE:	Chronic Disease Coordinator
LOCATION:	HOPE Clinic - Main
REPORTS TO:	Director of Clinical Services and Quality Improvement
EDUCATION:	High School diploma or GED. Associates degree preferred. Community Health Worker (CHW) and/or Certified Health Education Specialist (CHES) preferred.
WORK EXPERIENCE:	2 years or more in healthcare preferred
SALARY RANGE:	\$13-\$18/hour - DOE
FLSA STATUS:	Hourly – Non-Exempt
POSITION TYPE:	Full-Time
LANGUAGE:	English and Bilingual Spanish, Arabic, Mandarin, or Vietnamese preferred

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including but not limited to disability, race, creed, color, age, sex, religion, political or other opinion, national or social origin, etc.

JOB SUMMARY:

The Chronic Disease Coordinator will be responsible for outreaching for all Chronic Disease programs, registries, and all Chronic Disease Management activities at HOPE Clinic. The coordinator will help enroll patients in the chronic disease management programs such as remote patient monitoring for hypertension and diabetes and ensure that tracking and follow-up is conducted for these programs. The Chronic Disease Coordinator will also be responsible for ensuring the appropriate documentation and data entry for all patients in the Chronic Disease programs. This position will coordinate with HOPE Clinic staff to ensure program success. They will be responsible for remote patient monitoring documentation and tracking, patient education on chronic disease topics such as hypertension and diabetes, supply inventory, ordering, management and reporting work related to the Chronic Disease program.

MAJOR DUTIES & RESPONSIBILITIES:

- Competency in front desk, eligibility and check out procedures;
- Complete patient history and triage documentation such as history and vital signs, and document in the medical records as appropriate;
- Train and educate patients on chronic disease self-management using approved materials;
- Help patients understand remote patient monitoring and direct patients in the set up of the blood

pressure and blood sugar Bluetooth monitors;

- Assess medical and medical education needs of the patient and provide education as directed by provider and program director;
- Coordinator with the patient's provider and/or PCP to relay patient data and obtain instructions for scheduling and follow-up on abnormal results based on program protocol;
- Provide translation assistance as needed;
- Answer telephone calls and messages within the same day;
- Provide education and instructions on chronic disease test and monitoring results based on the program protocols, direct messages regarding patient request for medication refills by telephone and in person for patients;
- Follow-up on no show appointments and any missing patient remote patient monitoring data as directed by program protocol;
- Provide education and training to other clinic staff to help them learn about the chronic disease management program at HOPE;
- Work with other team members and managers to implement daily duties and new programs as needed;
- Participate in performance improvement activities, staff trainings, weekly team huddles;
- Report errors or issues promptly to supervisor;
- Maintain security of medical records and patient's health information according to HIPAA standards;
- Order medical supplies as determined by inventory and program needs;
- Ensure emergency supplies are in stock and at the vaccine event in case of a medical emergency;
- Direct emergency care needs to the appropriate licensed provider as assigned to the event;
- Ensure that our patients get the best possible care;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision and Values.

QUALIFICATION REQUIREMENTS:

- Minimum of two years in health education, patient navigation, and/or health clinic patient assistance field preferred;
- CMA or RMA is preferred or willingness to obtain within 1 year of employment;
- Community Health Worker (CHW) and/or Certified Health Education Specialist (CHES) preferred;
- Knowledgeable of and maintains HIPAA standards of privacy and confidentiality;
- Microsoft Office;
- Must be able to utilize the Internet;
- Office equipment (e.g., computer, copier);
- Strong written and oral communication skills;
- Must be detailed oriented and able to handle multi tasks;
- Detail oriented;
- Excellent customer service skills;
- Must be able to handle multiple tasks, complexity, and diversity of customers;
- Insurance and medical experience preferred;
- Ability to travel with transportation between clinic sites.

EDUCATION and/or EXPERIENCE:

High School diploma or GED is required; Associates Degree preferred. Community Health Worker (CHW) and/or Certified Health Education Specialist (CHES) preferred.

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 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:

- English and Bilingual Spanish, Arabic, Mandarin, or Vietnamese 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:

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

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are often routine, structured, and guided by established policies and procedures. Some independent judgment is required, outside of making basic choice in the selection and application of established methods. The job receives 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 customers, own supervisor, and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follows 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.

CUSTOMER RELATIONSHIPS:

Follows through with customer inquiries, requests, and complaints. Forwards 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.

Signature

Date

Full Name - Printed