

POSITION SUMMARY:

The SBHC Coordinator provides administrative and clerical support for the School Based Health Center. The coordinator will oversee the daily operations of the center and other functions of the center.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Coordinates and manages policies and procedures related to SBHC enrollment, consent, and release during school-day for SBHC clinical visits, health education and small groups.
- Provide administrative oversight and functional supervision of SBHC staff; directly supervise any clerical staff.
- Develops and maintains the SBHC policy and procedure manual.
- Handles all enrollment paperwork - getting it printed, distributed, collected and filed.
- Answers all phone calls and questions regarding the SBHC process.
- Coordinates and works with the patient care team structure and processes.
- Performs accurate scheduling for appointments per policy.
- Maintains patient confidentiality at all times
- Obtains updated clerical information in accordance with procedural guidelines ensuring that all appropriate document/information has been entered at the time of registration.
- Follows the process for checking in and checking out all patients to ensure accuracy.
- Collect co-pays and accurately report batches.
- Serves as Lead Vaccine Coordinator - following all requirements of ImmPact. This includes ordering of vaccines, weekly inventory and reporting, recording cold chains and annual education.
- Regular cleaning and disinfecting of the School Based Health Center.
- Document patient conversations within the electronic health record, or directs the calls in a courteous and professional manner to the appropriate person/location.
- Orders all supplies needed for the SBHC and maintains inventory.
- Coordinates all school programs - including annual flu shot clinics and dental clinics for students.
- Maintains strong relationship with school administration, school nurse, school health related staff, and teachers.
- Completes special projects as assigned by Chief Program Officer.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs other duties as assigned.

COMPETENCIES:

- Good organizational skills to handle multiple priorities while remaining professional and calm.
- Ability to work with many diverse people, including children and teenagers.
- Effective telephone skills.
- Strong level of confidentiality due to the sensitivity of materials and information handled.
- Must able to make suggestions on workflow or system efficiency and effectiveness.
- Ability to work independently and be self directed and flexible.
- Ability to prioritize.
- Ability to perform functions with minimal supervision.
- Ability to work at a high-volume level of accuracy.

GENERAL EXPECTATIONS:

- Be committed to the mission of the Hometown Health Center.
- Behave in a professional manner and consistently demonstrate and promote the values of respect, honesty, and dignity for the patient, families, and all members of the healthcare team.
- Committed to the constant pursuit of excellence and teamwork in improving the care of the patient and families of Hometown Health Center and the Patient Centered Medical Home Neighborhood.
- Be punctual for scheduled work and use time appropriately.
- Perform duties in a conscientious, cooperative manner.
- Perform required amount of work in a timely fashion with a minimum of errors.
- Be neat and maintain a professional appearance.
- Maintain confidentiality and protect the Practice by abiding by laws and principles related to confidentiality; keep information concerning Practice Operations, patients and employees confidential.
- This position requires background check and fingerprinting as outlined by the Department of Education.
- This position requires compliance with Health Center's compliance standards, including its Standards of Conduct, Compliance Program, and policies and procedures. Such compliance will be an element considered as part of the Administrative Assistant's regular performance evaluation.

PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by the Incumbent 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 sit for

prolonged periods of time, and talk and hear. The employee is occasionally required to stand, walk and use hands to operate a standard computer keyboard. The employee may occasionally lift and/or move up to 25 pounds. Vision requirements include: close vision, distance vision, depth perception, and the ability to adjust focus. Ability to read multiple handwritings.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a busy medical office environment with many interruptions. Very active, fast paced position with short deadlines.

QUALIFICATIONS NEEDED FOR POSITION:

Experience and Skill Requirements: The following experience and skills are considered essential:

- At least three years administrative/secretarial/high level clerical experience, including project coordination.
- Types 60+ words per minute accurately.
- Computer knowledge including Word, Excel and PowerPoint; database and desktop publishing software desired.
- Good organizational skills.
- Ability to handle multiple priorities while remaining professional and calm.
- Ability to work with many diverse people.
- Effective telephone skills and positive customer service.
- Strong level of confidentiality due to the sensitivity of materials and information handled.
- Must be able to make suggestions on workflow or system efficiency and effectiveness.
- Ability to follow thru with projects as assigned.
- Ability to work independently and be self-directed.
- Flexibility and ability to multi-task.

Education Requirements: The following education requirements are considered essential:

- High school graduate or equivalent required; Associate's Degree in Business Administration or related field preferred.
- Medical terminology and/or background extremely helpful.

Hometown Health Center is an equal opportunity provider and employer.

** All requirements and skills are considered to be essential, unless otherwise indicated. **