



**Mission Statement:** Mercy Clinic exists to show Christ's love and compassion by providing free health care, spiritual care, and assistance in self-help to the underserved population of south Fort Worth. This ministry is guided by the actions of Jesus as described in Matthew 9:36. "When Jesus saw the crowds, he had mercy on them, because they were harassed and helpless, like sheep without a shepherd."

## **Mercy Clinic, Patient Care Manager Position Description**

<b>Title:</b>	Patient Care Coordinator
<b>Full or Part Time:</b>	Part Time (20 – 30 non-traditional hours weekly, see below)
<b>Paid or Volunteer:</b>	Paid – Hourly
<b>Hourly Rate:</b>	\$30-\$35, depending on experience (is not benefits eligible)
<b>Reports To:</b>	Assistant Medical Director
<b>Supervises:</b>	No direct staff reports
<b>Committees:</b>	Works regularly with the Patient Care Committee
<b>Other Relationships:</b>	Works with Volunteers, Staff, and Vendors

### **The Role:**

The Patient Care Manager of Mercy Clinic is a leader who helps Mercy Clinic achieve its mission and supporting objectives. The Patient Care Manager is responsible for the flow of patient care during clinic hours, ensuring that all receive a high level of assessment and care, always looking for opportunities for improvement and growth of clinic functions.

### **Patient Care & Documentation (Manage clinic flow)**

- Supplements patient record with diagnostic lab results or imaging results for review during provider examination
- Facilitates and coordinates care of patients during clinic hours
- Initiates point of care lab testing in preparation for patient's examination or as directed by provider
- Supervises the collection, assessment, and documentation of patient health data
- Counsels and provides health teaching to patients and family members based upon need
- Prepares documentation of diagnostic lab testing orders, imaging requests, dietitian appointments or referral requests, assisted by the Chief Operating Officer
- Provides patients with preventative care measures or self - monitoring devices and supplies as indicated
- Documents observed or expressed health care needs on patient's record
- Maintains follow up on patients through review of medical records
- Identifies additional patient needs for assistance or referral to other programs

## **Volunteer Management**

- Supervises the volunteer nursing staff, medical translators, and students involved in patient care by assigning tasks for each
- Manages triage of patients, utilizing trained students and volunteers
- Maintains patient flow for medical examinations, utilizing students and volunteers as necessary in this task
- Notifies Administrative Assistant regarding phone calls to be initiated for missed appointments, pending lab orders, imaging orders, patient follow up, and supplies needed.
- Arranges scheduling of clinical volunteers, orientation of new volunteers with consultation with Assistant Medical Director and Chief Operations Officer
- Facilitates orientation of clinic volunteers
- Assists with yearly patient health fairs and provider open house

## **Resource Management**

- Supervises all patient record keeping and oversight and pulls monthly reports
- Oversees supplies and materials by maintaining inventory and maintenance
- Manages lab budget for reduced expenses and operational growth
- Coordinates with lab vendors Quest and Envision
- Prepares patient exam rooms for visits
- Coordinates resources with pharmacy, administration, and medical staff
- Maintains medical database familiarity

## **Qualifications**

- Bi-lingual fluency in English and Spanish preferred
- Nursing Degree or Medical Assistant Certification with Clinical Experience
- One or more years' experience in a clinical position preferred
- Exceptional organization and communication skills (oral written and interpersonal)
- Two or more years in Family Practice or General Medicine
- Will champion Mercy Clinic's statement of faith and Mercy Clinic's HR policies and be known as an active follower of Christ
- Collaborative

## **Typical Hours\***

Monday, Tuesday, Thursday - 3 PM – 9 PM (6 hours)

Wednesday – 12 noon – 5 PM (5 hours)

1 Saturday a month 8 AM – 1 PM (5 hours)

*\* Hours may vary as volunteer capacity fluctuates*

Required to stand, walk, sit and climb stairs; talk or hear, both in person and by telephone. Regularly required to stoop, kneel, bend, crouch, and lift, up to 25 pounds.

Interested applicants should submit their resume and cover letter to [mercyclinic@mercy-clinic.org](mailto:mercyclinic@mercy-clinic.org) with **Patient Care Manager** in the subject line. **No phone calls will be accepted.**

Last updated 2/28/24