



## **JOB DESCRIPTION**

Organization: Clinic with a Heart

Report To: Executive Director

Job Title: Director of Patient Services

Salary: Full-time, exempt

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The Director of Patient Services provides professional staff support to Clinic with a Heart programs to ensure that patients involved with Clinic with a Heart receive quality care that demonstrates our values of hospitality, dignity and grace. The Patient Services Director is responsible for collaborating and supporting volunteer team leaders in the overall management of clinics.

### **Job Functions:**

#### **Patient Flow**

- Provide oversight of the Medical, Dental, Physical Therapy, Chiropractic, Mental Health and Vision services.
- Oversee the patient scheduling and reminder process.
- Supervise the admission of patients to the clinic to assure confidentiality and visit limits are maintained.
- Manage a structure of clinic operations that assures an efficient flow of patients through the clinic.
- Handle questions and complaints from patients and their loved ones.
- Identify opportunities for improvement.
- Work with the Referral Coordinator on referral for patients and follow through.

#### **Supervision**

- Supervise support staff including Dental Coordinator, the Clinic Assistant and Operations Coordinators.

#### **Patient Records**

- Assure that patient records are kept secure during clinic operations.
- Manage the process of purging patient files.
- Manage the process of assigning patient record colors to charts (walk-in patients, chronic care patients, patients who have been given a warning letter and banned patients).

#### **Continuous Quality Improvement**

- Lead the clinic in continuous quality improvement in patient care and patient outcomes in identified opportunities for improvement.

- Collaborate with Executive Director on the collection and analysis of data to substantiate improvement efforts.

**Transfer of Knowledge**

- Collaborate with the Director of Volunteers on the identification of training needs for volunteers.
- Collaborate with the Executive Director on the identification and implementation of training for staff.
- Provide ad hoc mentoring to volunteers during Clinic Operations.

**Supply Management**

- Manage the system of ordering clinic supplies to assure high quality care and stewardship of resources.

**Requirements:**

- Strong commitment to the mission of Clinic with a Heart.
- Registered Nurse and 2-4 years’ patient care experience.
- Ability to work a flexible schedule including some evenings.
- Strong verbal and written communication skills
- Ability to work collaboratively with a diverse group of people
- Detail-oriented and well-organized
- Ability to adhere to timelines and deadlines
- Ability to multitask in fast-paced environment
- Strong computer skills, including Microsoft Word, Excel, and Internet
- Ability to lift and/or move up to 15 pounds
- Driver’s License and willingness to travel extensively within Lincoln.

**Position:**

May work some hours from home if equipped.

Signature: \_\_\_\_\_ Date: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
Executive Director

Signature: \_\_\_\_\_ Date: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
Director of Patient Services