Clinical Support Coordinator (Bilingual English/Spanish)

Do you believe health care is a human right?
Do you enjoy creating systems and structures to empower others to do great work?
Are you detail oriented, well organized, and passionate about supporting volunteers and developing the next generation of health care professionals?

The Clinical Support Coordinator at CommunityHealth is a unique opportunity to apply your skills to ensure quality healthcare for all while working in a flexible, friendly, multicultural environment where everyone is passionate about the same goal.

The Opportunity: Reporting to the Senior Manager of Clinical Operations and Lab Services the Clinical Support Coordinator is responsible for supporting both onsite and remote providers, assisting with clinical tasks, including but not limited to lab, referrals, Medicaid expansion and chart scrubbing and supporting the team with administrative needs. This position does have a lead focus on telehealth and onsite appointments in which they support current and future workflows, working with the CommunityHealth team to continually improve and meet the needs of patient care and clinic flow.

Duties & Responsibilities

Enhancing Patient Care/Access

- Coordinates all aspects of designated Departments and clinics, including, but not limited to, leading and facilitating huddles, being a resource for providers and clinic volunteers, overseeing the organization of clinic flow and future workflows, providing timely follow up on patient needs/concerns
- Provides oversight of volunteers & training programs during designated clinic session and in lab. ensuring they are adhering to clinic and lab policies and protocols and follows-up with the Manager of Volunteer Services as needed
- Responsible for oversight of telehealth appointments during designated sessions
- Manages assigned provider clinical inboxes and works closely with providers to ensure inboxes are reviewed in a timely manner
- Acts as an electronic medical record (EMR) superuser
- Performs assigned procedures, as well as assists specialists during onsite procedures
- Cleans and maintains equipment and supplies used in onsite procedures
- Restocking of all needed supplies and equipment ensuring that all supplies and equipment are ready for the week
- Maintains all Clinic and lab equipment and supplies including inventory of supplies, (calibration, monitoring of expiration dates, and ordering and stocking lab supplies)
- Provides back-up to needed areas in the clinic including interpretation (if applicable) and other areas as requested
- Provides supervision to health center staff during designated clinic sessions: including being the site supervisor during evening and weekend clinic sessions: which may include addressing facility and building concerns and providing feedback to appropriate management regarding issues as appropriate
- Responsible for uploading and entering clinic and lab documents during designated shifts
- Oversees lab functions such as specimen collection and vaccine administration during assigned shifts, working closely with volunteer department to ensure volunteer training and coverage as needed
- Performs EKGs and other onsite diagnostic tests as assigned
- Collaborate with medical home team members to coordinate patient care across multiple settings including working closely with other departments as future workflows are implemented
- Oversee and manage assigned electronic medical record inboxes
- Provides support to health center staff as needed
- Support CommunityHealth as it serves as an NCQA Patient Centered Medical home, including participation in trainings and continuing education as appropriate
- Supports CSC team traveling to our Microsites and transporting medications from our main location to the Microsites serving as backup coverage as scheduled

- Works closely with Clinic Support Coordinator Lead to ensure supplies are in stock and available for clinic and lab

Administration

- Works with key health center staff and volunteers regarding program implementation and management to further enhance patient care and access.
- Learn and perform to enter and upload new patient registrations, intakes and scheduling task to serve as back up for Microsite staff

Qualifications

- Medical Assistant experience, phlebotomy experience, or other relevant health care experience
- Bilingual English/Spanish is required
- CPR certified
- Basic Microsoft Office skills: Word, Outlook, Excel
- Possess a high level of customer service and interpersonal skills
- Ability to work in a fast-paced environment and manage multiple tasks
- Dependable, and willing to learn new skills
- Ability to organize and prioritize responsibilities
- Able to work individually, as well as within a team
- Able to work evening and weekend hours
- Travel to other locations required
- Commitment to the CommunityHealth mission, model of service delivery, and core values
- LIFE EXPERIENCE: We know that many of your most character-building experiences do not show up neatly on a resume. Please use a cover letter to tell us why you would be a good fit for this job, focusing especially on those qualifications that do not appear on your resume.

Compensation

- The starting salary range for this position is $46,800 - $49,700 per year.
- CommunityHealth values wellness and work/life balance for our employees. To that end, we offer a wide range of benefits for employees, such as health insurance, retirement savings, a variety of opportunities for paid time off, and more. Visit http://www.communityhealth.org/wp-content/uploads/Total-Rewards-Package.pdf to learn more about our Total Rewards Package.

To apply: Interested candidates should submit a resume and cover letter (NO PHONE CALLS) to**:** GAlvarez@communityhealth.org

CommunityHealth is an equal opportunity employer and is committed to building a diverse team. Bilingual (especially Spanish or Polish speakers) candidates are strongly encouraged to apply for all positions at CommunityHealth. Our work environment is safe and open to all employees, respecting the full spectrum of race, color, religious creed, sex, gender identity, sexual orientation, national origin, political affiliation, ancestry, age, disability, genetic information, veteran status, etc.

NOTE: All employees are expected to be fully up to date on the latest vaccinations against COVID-19 and influenza or adhere to masking requirements during respiratory illness season.

About CommunityHealth

Founded in 1993, CommunityHealth is the largest volunteer-based health center in the nation. We provide primary and specialty care, medications, lab testing, mental health services, and health education at no charge to low-income, uninsured adults in Chicago. Visit our website to learn more!