

## **Clinical Provider-Team Leader Community Care Clinic**

The Community Care Clinic is a free clinic providing medical care for low-income persons without health insurance.

REPORTS TO: This position will report to the Medical Director and to the Executive Director

### **POSITION REQUIREMENTS**

EDUCATION: Master's Degree and licensed as a NP(Nurse Practitioner) or PA(Physician's Assistant)

The Clinical Provider (CP)-Team Leader is a medical provider of the Community Care Clinic and is responsible for the day-to-day delivery of health care at the Clinic. S/he is supervised by the Medical Director. The Clinical Provider-Team Leader's duties include, but are not limited to, the following:

- Responsible for providing primary care and overseeing the daily clinical functions of the Clinic which includes timely and accurate completion of patient charts. Works with the Executive Director (ED) to uphold the Mission of the Community Care Clinic
- Works with the Medical Director, ED, and Board of Directors (BoD) to help clarify any roles and responsibilities that are creating inefficiencies, confusion, or conflict.
- Provides job orientation for all employees involved in patient care.
- Updates the Medical Director monthly on all issues that the BoD would need to know for purpose of the Medical Director's report to the BoD.
- Works with the Medical Director to develop clinical organizational policies and procedures, in compliance with NCAFC Standards for Accreditation.
- Collaborates with ED in overseeing and maintaining security and confidentiality of CCC patient information as meets federal and state law.
- Hires, supervises, reviews performance, and delegates duties to medical staff to promote organized, efficient patient care. All medical personnel and medical volunteers are part of the patient care team directed by the Clinical Provider. The CP reports to the Medical Director for all matters concerning patient care. The Executive Director is responsible for all personnel issues and clinic operations.

## **Medical Provider Community Care Clinic**

The Community Care Clinic is a free clinic providing medical care for low-income persons without health insurance.

REPORTS TO: This position will report to the Medical Director and to the Executive Director. They will work closely with and follow the clinical direction of the Clinical Team Leader.

### **POSITION REQUIREMENTS**

EDUCATION: Master's Degree and licensed as a NP (Nurse Practitioner) or PA (Physician's Assistant)

The Medical Provider is responsible for patient care as assigned.

- Responsible for providing primary care including timely and accurate completion of patient charts.
- Works with the Clinical Team Leader and the Medical Assistants to ensure efficient and

## **Executive Director- Community Care Clinic**

The Community Care Clinic is a free clinic providing medical care for low-income persons without health insurance.

REPORTS TO: This position will report to the Board of Directors of the Community Care Clinic

### **POSITION REQUIREMENTS**

EDUCATION: Bachelor's Degree in Non-Profit Management or related field or equivalent experience.

SPECIAL KNOWLEDGE AND SKILLS: Responsible for overseeing all aspects of the Community Care Clinic, ensuring efficient operation and the provision of high quality medical care to the Clinic patients. The ED works closely with the Board of Directors, government officials and the public ensuring that staff members are aligned with the CCC mission and vision and that all work together to successfully achieve strategic objectives.

#### **Job Description/Responsibilities:**

- Oversees overall functioning of the clinic.
- Work with Board of Directors to develop strategic plan for free clinic. Maintain strategic plan and provide direction to clinic staff, volunteers, and board members about strategic plan.
- Recommend a yearly budget for board approval and manages organization's resources within budget guidelines.
- Serve as a liaison between the Board of Directors and clinic staff/volunteers. ED will be responsible for overseeing projects proposed by the board.
- ED in collaboration with the Development Director will be responsible for marketing the free clinic to potential funders, volunteers, and strategic partners. ED will speak at events, write press releases about clinic activities.
- ED will develop and maintain strategic partnerships to facilitate the delivery of care to patients. These partners may include: hospitals, medical societies, pharmaceutical companies, pharmaceutical sales representatives, local business community, and funders.
- ED will direct developing a sustainability plan and implementing all fundraising activities. Activities may include special events, capital campaigns, individual donor drives and grant writing.
- ED will maintain all required documentation for grants and tax purposes. ED will create Annual Report and submit all related IRS documentation.
- The ED or their designee will maintain the CCC accounting records, payroll, and financial audits.
- ED will recruit volunteers. ED may work in conjunction with Medical Director or other physician volunteers to recruit volunteers and potential specialist referrals.
- ED will supervise clinic staff and volunteers.

## **Office Manager- Community Care Clinic**

The Community Care Clinic is a free clinic providing medical care for low-income persons without health insurance.

REPORTS TO: This position will report to the Executive Director of the Community Care Clinic

### **POSITION REQUIREMENTS**

EDUCATION: At minimum, a high school degree. An applicable associate's degree is preferable.

SPECIAL KNOWLEDGE AND SKILLS: Responsible for overseeing all aspects of the front office management. Should be familiar with Medical Office flow and management, EHR systems and have basic computer skills.

### **Job Description/Responsibilities:**

- Scheduling of Patient Referrals (Radiology/OP Labs/Hospital Testing and Specialist Referrals)
- Assisting patients in navigating Financial Assistance (for referrals)
- Input of all schedules (providers and other CCC services) into Athena and update as changes are needed
- Handle Patient concerns, complaints or questions (in office and by phone)
- Front office/receptionist as needed.
- Manage and assist patients with transferring care to Medicaid or Medicare provider
- Process Medical Records/Records Requests, delegated to Receptionist
- Scheduling for new patient appointments.
- Manage appointment wait list (ex: Dermatology)
- Waiting Room Appearance and Signs.
- Monitoring patient accounts to assure clinic rules are being followed (ex: keeping up with no show appointments/patient restriction list)
- Manage daily schedules (assuring patients are scheduled correctly)
- Process incoming faxes through Athena – Admin/Med Rec Inbox
- Assisting Receptionist with charges for daily encounters/appointments
- Recruit volunteers. Manage active volunteers, volunteer scheduling, volunteer communications, volunteer training and maintaining volunteer files & hours.
- Volunteer Providers schedules and training
- Assuring we have needed medical supplies & communicating to Executive Director or their designee what is needed for medical supplies (ex: test strips, flu vaccine).

## **Mental Health/Substance Abuse Counselor Community Care Clinic**

The Community Care Clinic is a free clinic providing medical care for low-income persons without health insurance.

REPORTS TO: This position will report to the Executive Director of the Community Care Clinic

### **POSITION REQUIREMENTS**

EDUCATION: Master's Degree in Social Work, Psychology or related field. State License in mental health required and substance abuse counseling preferred.

SPECIAL KNOWLEDGE AND SKILLS: Ability to effectively assess, plan and implement therapeutic services in a community based multidisciplinary setting. Particular skills in therapy and assessment, knowledgeable about needs of geriatric and adult populations; trained in a variety of treatment philosophies to respond to varying patient responses to treatment. Must be licensed in both mental health and substance abuse.

### **Preferred Qualifications Summary**

- Experience working with low-income, uninsured clients
- Experience working with the homeless
- Experience in assessing and diagnosing clients
- Experience working with clients diagnosed with depression, mood disorders, personality disorders and psychoses
- Experience working with clients with alcohol and drug abuse history
- Experience in providing individual and group therapy
- Experience in crisis intervention
- Experience in working within grant guidelines
- Licensed in North Carolina
- Dually credentialed for mental health and substance abuse services

### **Duties for the Counselor Position**

This position is responsible for providing mental health and substance abuse counseling services for referred patients/residents of the Community Care Clinic (CCC). Clients will be referred by a medical provider (CCC).

The person in this position will perform the following activities, which include, but are not limited to:

#### **Client Care:**

- Complete psychosocial history and assessment
- Develop and monitor treatment plan
- Provide 50 minute counseling sessions to those clinic patients that are referred for mental health and/or substance abuse counseling
- Utilize best practices and evidence-based models in providing care
- Document all therapeutic sessions and maintain both confidential psychotherapy files and HIPAA approved contents for notes for the medical chart (CCC) and client chart (for HH)
- Coordinate prescription medication needs with Clinic Director for both CCC patients and HH residents
- Coordinate care plans with Service Coordinator for Hospitality House residents
- Respond to client calls in a timely manner

### **Staff Consulting**

- Consult with CCC Medical Provider to coordinate care for patients as needed

### **Patient/Client Scheduling:**

- Coordinate daily with CCC Receptionist client schedules
- Refer clients to CCC Receptionist client scheduling

### **Patient Outcomes/Reporting**

- Work to meet outcomes as outlined in the grant
- Collect data as needed to document outcomes
- Assist Executive Director in meeting grant reporting requirements

### **Meetings**

- Attend CCC staff meetings and clinic staffings
- Attend supervision meetings weekly with licensed therapist?

## **Receptionist – Community Care Clinic, Inc.**

The Community Care Clinic is a free clinic providing medical care for low-income persons without health insurance.

REPORTS TO: This position will report to the Office Manager of the Community Care Clinic

### **POSITION REQUIREMENTS**

EDUCATION: At minimum, a high school degree. An applicable associate's degree is preferable.

#### **Qualifications Summary**

- Education Requirements: Minimum of high school graduate with and/or at least one year experience in an office environment – prefer medical office
- Highly organized with attention to detail
- Excellent communication skills
- Ability to multi-task in fast-paced environment
- Computer skills required, with working knowledge of Word, Excel and electronic medical records software
- Ability to work well with patients, staff, and volunteers

#### **Receptionist Hours – Weekly Schedule**

- Monday - Thursday – 8:30am – 5:30pm
- Friday – 8:30am – 12:00pm

#### **Receptionist Duties/Responsibilities**

- Greet patients and visitors to determine their needs
- Patient Check In /\*patient's demographics needs to be verified w/ patient
- Patient Paperwork – receptionist is responsible entering and verifying all information on patient registration forms.
- Answer phone / transfer calls
- Patient Check out – (schedule patient for requested follow up appts, complete x-ray paperwork, & enter charges)
- Medical Records Request – Release Consent Forms sending and receiving)
- Glucose Monitor Test strips (collect money and record qty sold)
- Assist Office Manger as requested with tasks
- Radiology Logs (create list and email to Watauga Radiology)
- Scanning (front office forms)
- New Patient Request & scheduling

## **Development Officer – Community Care Clinic, Inc.**

The Community Care Clinic is a free clinic providing medical care for low-income persons without health insurance.

REPORTS TO: This position will report to the Executive Director of the Community Care Clinic

### **POSITION REQUIREMENTS**

#### Qualifications

The Development Officer must demonstrate a genuine commitment to the mission and values of the Community Care Clinic. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Education – An associate’s degree at minimum, bachelor’s degree is preferred. Successful annual and capital campaign experience is preferred.
- Excellent writing and promotional skills.

#### **Job Description**

The Development Officer will provide community outreach and fundraising from donation and event sources. The Development Officer will be visible in the local community, collaborating with other organizations, donors and partners to further the mission of the organization.

#### **Job Responsibilities**

- Works with the Executive Director to help create and support community collaborations that strengthen the safety net for uninsured residents of Watauga County and nearby (e.g. HealthNet, United Way Vision Council, etc.)
- Attends community meetings to represent the Community Care Clinic (e.g. non-profit Executive Director meetings, Charitable Foundation donor representative meetings, annual Community Service Club luncheons, etc.)
- Develops and implements, in collaboration with the Executive Director, a fundraising plan for board approval that includes gift solicitations, events and any other fundraising activities complete with revenue goals. Helps identify grant opportunities and collaborates with the Executive Director to develop and write grants as appropriate.
- Manages donor database and develops strategies to grow donor numbers.
- Provides all relevant communications, such as thank you responses, invitations, informational outreach, etc., in a timely manner.
- Provides informational programs for community organizations, government officials, church groups and other potential donors or funders to cultivate financial commitment to the Community Care Clinic.
- Serves as an ex officio member of the Donor Development Committee.



## **Medical Assistant – Case Manager – Community Care Clinic, Inc.**

The Community Care Clinic is a free clinic providing medical care for low-income persons without health insurance.

REPORTS TO: This position will report to the Clinical Provider/Team Leader for Clinical direction and to the Executive Director for all other matters.

### **Qualifications Summary**

- Education: Associates Degree. Valid NC EMT, MA, LPN licensing required.
- Experience: Minimum of one year of community-based healthcare experience. Preference given to case management experience.
- Good phlebotomy skills.
- Provide health education at clinic.
- Ability to work well with patients, staff, and volunteers.
- Computer skills with working knowledge of Microsoft Professional Office and electronic medical records software.

### **Duties for the Medical Assistant Position**

- Assist the Medical Providers during clinic hours.
- Provide quality follow-up to patients at the CCC.
- Look at scheduled labs for next day/s and be sure there are lab orders for that visit.
- Review the Provider schedule in advance (3-4 days) ensure that required tests and results have been done and are available for the appointment.
- Manage the sample collection through the Lab.
- Check the medication refill line and manage the refill process through the EHR system.
- Clean and restock exam rooms between patients.
- Triage patient sick calls filling out triage form and discussing with the provider as necessary.
- Provide patients with case management during scheduled times.
- Monitor and manage information flow through the Athena system. Nurse boxes, follow up boxes, provider staff boxes.

## **Board Chair Job Description**

- Is a member of the Board
- Serves as the Chief Volunteer of the organization.
- Is a partner with the Executive Director in achieving the organization's mission
- Provides leadership to the Board of Directors, who sets policy and to whom the Executive Director is accountable.
- Chairs meetings of the Board after developing the agenda with the Executive Director.
- Encourages Board's role in strategic planning.
- Appoints the chairpersons of committees, in consultation with other Board members.
- Serves ex officio as a member of committees and attends their meetings when invited.
- Discusses issues confronting the organization with the Executive Director.
- Helps guide and mediate Board actions with respect to organizational priorities and governance concerns.
- Reviews with the Executive Director any issues of concern to the Board.
- Monitors financial planning and financial reports.
- Plays a leading role in fundraising activities.
- Formally evaluates the performance of the Executive Director and informally evaluates the effectiveness of the Board members.
- Evaluates annually the performance of the organization in achieving its mission.
- Performs other responsibilities assigned by the Board.

## **Board Member Job Description**

- Regularly attends board meetings and important related meetings.
- Makes serious commitment to participate actively in committee work.
- Volunteers for and willingly accepts assignments and completes them thoroughly and on time.
- Stays informed about committee matters, prepares themselves well for meetings, and reviews and comments on minutes and reports.
- Gets to know other committee members and builds a collegial working relationship that contributes to consensus.
- Is an active participant in the committee's annual evaluation and planning efforts.
- Participates in fund raising for the organization.

## **Board of Directors Committee Chair Job Description**

- Attend all committee meetings.
- Call and preside over meetings of the committee.
- Set the agenda for committee meetings.
- Record decisions and recommendations made by the committee.
- Serve on the executive committee.
- Report the committee's activities and recommendations to the executive committee or the full board.
- Invite the Executive Director and board chair to attend committee meetings.
- Work with the Executive Director and board chair to decide who should serve on the committee.
- Delegate responsibilities to other committee members and encourage their full participation.
- Evaluate the work of the committee with other committee officers, the board chair, and the Executive Director in concert with the organization's strategic plan.

