**Job Summary:** A team member of nursing service, that participates in the delivery of health care to the patients of [CHC].

**Reports To:** Nursing Services Manager

**Supervision Exercised:** None

**Education/Experience:**

1. Current State license - Licensed Practical Nurse (L.P.N.) or certificate in Medical Assisting.
2. Current B.C.L.S. Course (C) C.P.R.
3. 1 year experience as an L.P.N. or Medical Assistant in a primary care community health center.

**Skills/Abilities:**

1. Essential to have ability to understand information/instruction, be able to exchange verbal information with others and ability to present information/instruction verbally.
2. Essential to have ability to read and understand written materials and to compose information/instruction in a written form.
3. Essential to have ability to memorize.
4. Essential to have ability to reason mathematically, have analytical skills and be able to problem solve.
5. Must have excellent organizational skills.

**Competency:**

To perform the job successfully, an individual should demonstrate the following competencies:

* **Analytical-**Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Follows work flows and procedures.
* **Problem Solving**-Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group- problem solving situations; Uses reason when dealing with emotional topics.
* **Patient Care**- Manages difficult or emotional patient situations; Responds promptly to patient needs; Solicits patient’s feedback to improve service; Responds to patient request for service and assistance; Meets commitments.
* **Interpersonal Skills**-Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others’ ideas and tries new things.
* **Oral Communication**-Speaks clearly and persuasively in positive and negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
* **Written Communication**-Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
* **Teamwork**-Balances team and individual responsibilities; Exhibits objectivity and openness to other’s views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interest; Able to build morale and group commitments to goals and objectives; Supports everyone’s efforts to succeed.
* **Judgment**-Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasons for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
* **Motivation**-Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.
* **Planning/Organizing**-Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Meets goals and objectives of department.
* **Professionalism**-Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration; Accepts responsibility for own actions; Follows through on commitments.
* **Quality**-Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
* **Quantity**- Meets productivity standards; Completes work in a timely manner; Strives to increase productivity; Works quickly.
* **Safety and Security**-Observes safety and security procedure; Reports potentially unsafe conditions; Uses equipment and materials properly.
* **Adaptability**-Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays or unexpected events.
* **Attendance/Punctuality**- Is consistently at work on time
* **Dependability**-Follows instructions, responds to management directions; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.
* **Initiative**-Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Asks for and offers help when needed.

**Principal Duties and Responsibilities:**

1. Ensure the functions and activities of this department and embrace the philosophy, mission, and values of the Board of Directors of Community Health Center, Inc.
2. Adhere to the guidelines and procedures of Community Health Center, Inc.
   1. Knowledge of all case management programs (WWC, Colposcopy, Pediatric and Geriatric Immunization) used within the department.
   2. Provide quarterly statistics of case management program to Nursing Services Manager.
   3. Knowledge of PCN, SMART Tracking System, CIIS, Excel, Medit Tech and Net Access
3. Case manages Pediatric Immunization Program according to Nursing Policy and Procedure.
4. Review in AM copies of immunization consent forms with encounters (fee slips)
5. Review encounters and match with consent forms review for insurance for VFC
6. Review encounters for missed opportunities and consent forms not received
7. Contact nurse if you did not receive consent form copy to get one
8. Enter dates immunizations were given and note next date due and generate card for next immunization date due and put into tickler file
9. Contact Parents if Missed Opportunities were found from chart review and ensure that Infant immunization is completed also remind parent of importance of preventative dental care and recommend they have there child seen by dentist if child has not been seen.
10. Have charts pulled for those not given immunizations and were due
11. Review and print immunization log monthly as guide for no shows and now due and past due
12. Make one phone call to 1st time no show patients and send reminder card on the 2nd no show.
13. Mail out immunization cards due one week in advance on Wednesday
14. Make copy of card to be sent put in sleeve and give to medical records to file in chart
15. Send out well child care card if notified that patient no showed appointment
16. Make copy of card and put in sleeve and send to medical records to file in chart
17. Research PCN/chart if card is returned for a current address or need phone number
18. Knowledge of all ACIP guide lines and immunization changes
19. Keep nurses up to date with immunization cheat sheet
20. Monitor and order VIS sheets as needed
21. Monitor VIS books in rooms change to correct information as needed
22. Change ACIP guidelines as needed in draw station at Main, Grand and Avondale clinics
23. Will participate with CCHN Audits, Benchmarking and CIIS phone conferences
24. Provide Nursing Services Manager with Missed Opportunities, Immunization administrative and documentation errors. Provide a copy of the immunization consent form and patient fee slip.
25. Occasionally will assist a Physician/Healthcare Provider in providing patient care. This will include the following, but not limited to:
    1. Anthropometrics - Adult/Pediatric and record in chart.
    2. Assists with treatments, surgical procedures, and emergencies.
    3. Prepares patient for examination or treatment.
    4. Provides the information to the patient concerning preparations for laboratory/radiographic examinations. Will serve as an informational source to the patient concerning all Physician referrals, Medical Triage, and Medications prescribed by the Physician.
    5. Per medical providers order: will schedule laboratory, radiographic studies on the appropriate forms or referrals per Nursing P &P. Will schedule acute appointments for specialty referral if patient is to be seen within 48 hours, PT\OT\ST\ and home health as directed by the medical provider.
    6. Administration of immunizations/medications as prescribed by the physician and documented. Occasionally may venipuncture.
    7. Perpetuate the flow of patient care. Anticipate the needs of the Healthcare Provider in delivery of medical care.
    8. Maintain emergency medication/airway boxes and medication stock (narcotic log/count).
26. Will perform such exams as EKG, audiogram, spirometer, HGB, serial glucose, urine HCG and routine U/A.
27. Will pack and sterilize surgical instruments.
28. Will maintain all logs used at Health Center.
29. Will maintain assignments and other duties delegated by the Nursing Services Manager.
30. Adhere to all nursing policies and procedures.
31. Will be a team member and participate in ongoing evaluations of systems.
32. Provide health care services appropriate to the age-specific needs of all patients in accordance with the principles of growth and development for infant, child, adolescent, adult and geriatric life cycles.
33. Maintain current licensure and CPR certification.
34. Adhere to the infection control policies and procedures.

**Physical Requirements/Abilities:**

1. Essential to have ability to spend the shift sitting, standing and walking.
2. Essential to have ability to lift 11-25 lbs and to carry 1-10 lbs.
3. Essential to be able to utilize all medical equipment necessary to maintain medical and basic lab activities in an ambulatory care clinic.
4. Essential employee be able to extensively kneel, bend and stoop, crouch, twist and reach. Job entails limited crawling and balancing.
5. Essential to have ability to hear routine conversations, signals and blood pressure low tones.
6. Essential employee will be able to see in low or bright light, have good near and far vision, good depth perception, peripheral vision and color sensitivity.
7. Essential to have physical ability and strength to perform CPR.

**Environmental Conditions:**

1. The majority of employee’s duties are inside and subject to exposure of routine office hazards.
2. This job has an O.S.H.A. classification of Category 1: All procedures or other job-related tasks involve an inherent potential for mucous membrane or skin contact with blood, body fluids or tissues or a potential for spills or splashes of these fluids.
3. Job offer contingent on being free of active tuberculosis. This job requires yearly tuberculosis testing.
4. This position will be provided the opportunity for yearly influenza vaccine, Hepatitis B and MMR2 vaccine if the employee’s date of birth is after 1956.