**Responsible To:** Director of Nursing/Chief Operating Officer

**Purpose of this Position:** Assists providers in procedures and care of patients.May screen patients and assist them in presenting their problems to medical providers.Performs lab tests, administers injections or immunizations as requested by medical providers and according to established protocols. Provides health education.Adheres to all applicable clinic policies and procedures.

**Qualifications:**

1. Must hold license in state of primary workplace. Licensure must be maintained at all times. Must hold current CPR card (healthcare provider).
2. Prefer previous medical office experience.
3. Must be accurate, exacting, orderly, and methodical in work detail.
4. Neat, professional appearance with a pleasant and positive manner.
5. Willing to work within team concept.
6. Sensitive to needs of [CHC] clientele.
7. Willing to work for the successful accomplishment of [CHC] goals and objectives.
8. Speech must be clear, distinct and convincing. Prefer bilingual English/Spanish.

**Responsibilities:**

1. Administers medications and treatments as ordered by medical provider (physician, physician assistant, or nurse practitioner), or by protocol, including giving injections and immunizations.
2. Assists providers with procedures as needed.
3. Performs EKG, vision, and hearing screenings.
4. Applies dressings to wounds.
5. May screen patients and assist them in presenting their problems to medical providers.
6. Triages and screens patient phone calls.
7. Triages prescription refill phone calls by protocol.
8. Triages and schedules patient walk-in/call-in appointments.
9. Provides patient and family counseling and health education as ordered by medical providers or by protocol.
10. May initiate and perform lab work as trained and as indicated by protocol.
11. Maintains a safe, private, clean, neat, and comfortable clinic and lab environment.
12. Provides offsite services as scheduled according to medical provider orders or as indicated by protocol.
13. Makes referral appointments.
14. Assists in documenting and maintaining electronic medical records.
15. Performs other related duties as required for health center operation. May relieve at other sites as needed.
16. Maintains strict confidence on all information gained in the performance of duties with [CHC].
17. Completely and correctly document in patient electronic charts all medication orders/refills called into pharmacy.
18. Documents all patient care activities.
19. Documents in electronic chart all telephone communications with clients.
20. Maintains appropriate levels of current-date medical supplies and medications.
21. Performs and records quality control procedures as required.
22. Cleans and sterilizes instruments. Records freezer, refrigerator, and incubator temperatures and reports any abnormal or out-of-range values immediately to Head Nurse.
23. Issues appropriate immunization information sheets to parent or legal guardian and obtains signature on consent sheets.
24. Assists with gathering of information for immunization assessment; records in electronic medical record and state registries. Sends recall notices monthly or an indicated by protocol.

**Patient Centered Care:**

1. Facilitates health and disease patient education.
2. Supports patient self-management of disease and behavior modification interventions.
3. Conducts preventive screenings for patients.
4. Promotes clear communication among the care team by ensuring awareness regarding patient care plans.
5. Facilitates patient medication management based upon standing orders and protocols.
6. Participates on a team for data collection and health outcomes reporting related to patient centered care.

**Quality Improvement:** Participates in improving [CHC] performance, processes, or programs through quality improvement, which will be demonstrated in at least one instance annually.

**Administrative Responsibilities:**

1. Supervises staff of the clinic.
2. Completes performance appraisals for supervised staff by due dates.
3. Completes all time cards, reports and other administrative requirements by due dates.
4. Handles performance issues in a timely and appropriate manner following health center policies and procedures and federal and state regulations.
5. Works with appropriate staff to promote the clinic in the community.

**Physical Requirements:**

1. Needs to be able to lift up to 25 lbs. frequently.
2. Continual standing, walking, stooping, bending, kneeling, stretching, lifting.
3. Normal manual dexterity with proficient keyboarding skills.
4. Correctable vision and hearing.