

Hope Healthcare Services
Job Description

Title: Clinical Services Assistant

Reports to: Director of Clinical Services

Classification: Hourly, approx. 20-30hrs/week

Rate: \$15/hr

Summary

Hope Healthcare Services, a Christian ministry providing medical and dental services to individuals and families who do not have medical or dental insurance of any kind, is seeking to add a part-time Clinical Services Assistant to work alongside the Director of Clinical Services.

Roles and Responsibilities

The Clinical Services Assistant (CSA) is responsible for patient intake during medical and mental health visits. Additionally, the CSA will assist the Director of Clinical Services (DCS) and Providers with maintaining the clinic organization and operational efficiency. The CSA is expected to uphold Hope's vision, mission, and guiding principles.

Specific Duties

Clinic

1. Welcome patients into patient care area maintaining HIPAA compliance
2. Interview patients and document basic medical history
3. Obtain vital signs for provider appointments
4. Update medical records appropriately
5. Assist in arranging referrals and laboratory services for patients
6. Perform point-of-service lab testing as available
7. Ensure proper storage and labeling of patient samples for transport
8. Perform and document control testing for CLIA waived lab tests

Office

1. Schedule, reschedule, and cancel patient appointments
2. Coordinate imaging and laboratory testing for patients
3. Scan, fax, and upload patient documents
4. Process patient payments for appointments, labs, and imaging

Reporting

1. Report and track incoming and outgoing referrals for data reporting
2. Report to DCS concerns over policy and operational deficiencies
3. Report supply and equipment needs based on standardized supply lists and restock levels

Facility

1. Maintain organization within the supply and office area
2. Restock and supply medical and dental rooms from available overstock
3. Maintain sanitation protocols of medical, dental, and operational areas
4. Clean and prepare reusable instruments
5. Conduct necessary sanitary testing of dental and medical equipment (spore tests, etc)
6. Inform DCS if repairs or equipment calibration seem necessary
7. Help DCS implement schedule repairs and calibration as necessary

Teamwork

1. Work cooperatively with other employees to ensure Christ centered mission is sustained
2. Work cooperatively with the volunteers as needed/required
3. Promote a cooperative team spirit within the organization and among internal and external Hope staff, volunteers, agencies, donors and clients
4. Thrive in a highly collaborative environment while also possessing the ability to work well independently with minimal supervision
5. Maintain a clean and uncluttered workspace/office

Other

1. Complete all assigned tasks within allotted deadlines
2. Attend all meetings, classes or training as requested
3. Adhere to Hope requirements as written in the Employee Handbook
4. Complete any other tasks as requested to fulfill Hope's mission

Direct Supervision of Position(s): None

Requirements for the Position:

1. Full commitment and dedication to the mission statement of Hope Healthcare Services
2. Full compliance with Hope Statement of Faith
3. Outstanding oral and written communication skills
4. Proven experience in a professional environment
5. Excellent software technology application skills
6. **Ability to work flexible hours and events including some evenings**

Note: This job description will change as needed to fulfill the mission of Hope Healthcare. The person assigned to this position will be notified. This description serves as a high level overview of the above position. Other duties will be assigned as business needs arise.

For an application, please email Executive Director John Mollaun at jpm@myhopehealth.org. Applications will be accepted until the position is filled.