

Clinical Services Coordinator (CSC)

ABOUT CASA DE SALUD

The mission of Casa de Salud (Casa) is to facilitate and deliver high quality medical and mental health services for uninsured and underinsured patients, focusing on new immigrants and refugees who face barriers to accessing other sources of care. Casa is unique in that it is the only organization in the metro area that offers the new immigrant community low-cost access while also acting as a portal to other services through our collaboration with numerous health and social service organizations throughout the metro St. Louis area.

POSITION SUMMARY

The Clinical Services Coordinator (CSC) manages the day-to-day clinical operations of Casa's foundational program which provides on site access to primary and specialty care for patients who are under and uninsured. They accomplish this goal through collaboration with clinical team members, including medical assistants, volunteer providers, interpreters, scribes, medical students, case managers, and patient experience team. The CSC oversees the implementation of community health initiatives, such as immunization programs, STI testing, and chronic disease management. The CSC manages data of clinical outcomes and reports to the Clinical Services Manager to inform strategic initiatives and goals of the clinic.

RESPONSIBILITIES

- Coordinates daily operations, including patient and clinical team interactions, and is available to assist in the decision-making process for next steps in treatment of patients
- Supervises medical assistants and coordinates clinical training for all clinical team members including medically licensed volunteers, students, and non-medically licensed volunteers
- Performs clinical duties as needed, including triage, on-site labs, immunizations, medication administration, blood pressure and blood sugar checks, and chronic disease education
- Triage patients and makes referrals to the Urgent Care, Emergency Room, or other community resources, as appropriate
- Ensures patient care is documented using Casa's Electronic Health Record and monitors monthly audit results and chart reviews for process improvement
- Coordinates medically-licensed provider lab reviews, patient communication, and follow-up care
- Oversees monthly medical supplies ordering and manages inventory
- Coordinates prescription refill request process with the help of the medical assistant team
- Oversees lab compliance and monthly quality control testing, and ensures all medical equipment is properly functioning
- Helps complete monthly reports to monitor progress on community health goals and report out program outcomes to fundors
- Utilizes EPIC Care Link to ensure clinic staff has all relevant records for patients' continuity of care
- Oversees initiatives to lower medication costs for patients including pharmacy partnerships and medication assistance applications

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of clinical and healthcare-related concepts
- Medical triage skills and experience
- Excellent interpersonal and health communication skills
- Strong professional written communication skills
- Supervisory skills
- Strong, collaborative problem-solving skills

ESSENTIAL QUALIFICATIONS

- Oral and written fluency in English required; written and oral Spanish fluency preferred
- Bachelor's degree or equivalent experience preferred; RN required
- Commitment to working with medically underserved patient populations
- Clinical operations experience, including purchasing and inventory management for medical supplies and immunizations
- Primary care setting experience
- Proficiency in Microsoft Office 365 and Google Suite software
- Experience with electronic medical record documentation preferred, and ability to learn to use Casa's electronic medical record required

Performs other duties as assigned.

WORKING CONDITIONS

- Work is performed in a typical clinic and office environment
- Occasional evening and weekend activities
- Average physical effort with some handling of light weights such as supplies or materials on an infrequent basis (10-15 pounds)

BENEFITS

- Medical, dental, and vision insurance
- 401(k) investment accounts with 3% employer match
- Paid time off including holidays

The above information on this description has been designed to indicate the nature and level of work performed by employees in this position. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and qualifications required of employees assigned to this job.

HOW TO APPLY FOR THIS POSITION

Casa de Salud is an Equal Opportunity Employer and considers qualified applicants for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status, or any other status protected by applicable law.

Position is open until filled; first reviews begin immediately.

Interested applicants should send a cover letter and resume to the President and CEO, Diego Abente, at info@casadesaludstl.org

Learn more about mission and work — www.casadesaludstl.org