

Job Summary:

The Clinical Operations Coordinator supports the daily operations of the medical clinic and provides administrative support to Medical Leadership, specifically the Medical Directors, Clinical Director, and Lead Nurses.

Duties/Responsibilities:

- Assist providers and clinic staff in documentation of PTO requests. Responsible for the on-call schedule and auditing process.
- Create Schedule templates for volunteer specialty visits, lab visits, nurse visits, BP check visits.
- Create and update monthly rotation schedules for MA closer, scholar coverage for night clinic, and interpreter rotations throughout clinic and PT department.
- Maintain rapport with institutions and create schedule rotations for Meharry students.
- Review retinal imaging reports and ensure that the images are captured during patient visits.
- Follow up on the ED log and PAQ to the provider for notification. In patient admission and hospital follow up liaison to include monitoring inbox, scanning records, and scheduling hospital follow up visits.
- Compile monthly metrics and data reports for the medical clinic.
- Maintain crash cart to include monthly compliance logs, restocking after team alerts, and checking for expired medications.
- Maintains staff bulletin boards to include quarterly reporting results as well as staff birthdays and anniversaries.
- Coordinate various clinical meetings and staff training – prepare meeting agenda and take minutes as needed; Provide general administrative support for meetings and staff training preparation – including but not limited to creation of training documentation and power points, sending reminders to staff.
- Assist medical providers with scheduling and completion of SVMIC annual meeting documentation and conducting periodic CLIA testing and other mandatory requirements.
- Oversee daily activities of the medical scholars to include managing the clinic faxing/scanning of documents and printing of all materials used by the clinic and distribution of documents to patients and waiting rooms; Open, sort, and distribute mail to the clinic; Report on volunteer hours weekly to Development.
- Provide general administrative support to 1st and 2nd Floor Lead Nurses including scheduling employment interviews; Administration of paperwork related to new hires and other personnel needs; Assist with orientation of new employees; Responsible for clinical licensing recertification process for medical assistants and X-ray technicians.
- Reconcile vendor invoices for accuracy and oversee clinic specific programs and relationships with ASAF and AEL Lab.
- Ensure STD/STI reporting to the SCHD.
- Point person for the ordering of clinical supplies.

- Lead clinical compliance task completion and documentation.
- Liaison for the communications team for needed events, brochures, and flyers.
- Administrative support, catering, and planning for Serving the Underserved; Biannual class for health professions students in conjunction with UT.

Required Skills/Abilities:

- High level organizational skills with the ability to manage multiple priorities on varying timelines.
- Cross trained to help support clinic as a medical assistant in times of staffing challenges.
- Working knowledge of EHR systems and data entry is a plus.
- Advanced level desktop computer skills to include the O365 productivity software suite.
- Excellent interpersonal and communication skills.
- Ability to communicate effectively both oral/written with a broad base of stakeholders.
- Attention to detail and high level of accuracy and confidentiality required

Scope and Accountability:

- **Supervision exercised:** No supervision. The role does not require oversight of other employees.
- **Complexity of duties:** Moderate decision-making. Decisions are expected to be made independently within established guidelines. For complex or high-impact decisions, the role seeks input or approval as needed.
- **Fiscal accountability:** No fiscal accountability. The role does not involve financial decision-making or budgeting responsibilities.

Education and Experience:

- A High School Diploma or GED is required.
- Completion of an accredited Medical Assistant Program is required.
- Medical Assistant Certification is required.
- 1-3 years of experience.

Work Environment and Physical Demands:

Work is frequently active in nature and requires the ability to move around a large workspace on multiple floors. The job requires some amount of computer work and hand dexterity and the ability to lift up to 10 lbs. on a regular basis.

This job description is not a comprehensive list of duties; duties may change with or without advanced notice.