



Position: Director of Patient Care

Reports to: Executive Director

Job Summary:

Under the direction of the Executive Director and working collaboratively with the Physician Practice Manager, the Director of Patient Care is primarily responsible for planning, organizing, directing, coordinating and evaluating patient care services provided by the Gloucester Mathews Care Clinic

Regular Duties:

- Oversees clinical and front desk operations
- Works closely with employed and volunteer providers relative to schedules, requests, and the execution of quality patient care
- Responsible for maintaining sufficient, qualified resources with which to operate
- Manages and mentors clinical and front desk team members
- Oversees patient navigation to include referrals, hospitalizations and emergency care
- Directs, trains and assists volunteers with referrals, procurement of pertinent patient records, screening/triage of new patients and chart preparations
- Administers and trains externs, interns, students and clinical volunteers
- Monitors patient compliance
- Works collaboratively with the Executive Director and the Data Coordinator to ensure data standardization, data entry and reporting goals are met
- Responsible for clinical risk management
- Manages clinical inventory/equipment/supplies
- Serves as the patient advocate and patient navigator
- Develops and implements clinical policies and procedures
- Ensures adherence to OSHA clinical guidelines and protocols
- Maintains budget for Gloucester Pharmacy patient medications
- Monitors and evaluates team member's performance.
- Attends and actively participates in appropriate Executive, VAFCC, Williamsburg Health Foundation, and team meetings.
- Other duties as requested.

Qualifications:

- Registered Nurse with significant management experience in a clinical practice. Demonstrated leadership and vision.
- Excellent interpersonal skills and collaborative management style.
- Excellent communication skills, both oral and written.
- Knowledge of Human Resource principles and practices.
- Experience working with an Electronic Medical Record
- Skilled with using Microsoft Office applications
- Critical thinking and problem solving skills
- Ability to multi-task and work well under pressure.

- Knowledge of CMS guidelines and billing or coding experience
- Must be flexible as to accommodate the changing needs of the clinic.

Termination Notice – 4 weeks