



Clinic Administrator Job Description

TITLE: Clinic Administrator

HOURS PER WEEK: Full Time **40** (MON - THURS 9:00-6:00 and FRI 10:00 to 2:00)

EMPLOYMENT STATUS: Hourly Non-Exempt Employee

BENEFITS: Set forth in the Employee Handbook

REPORTS TO:

Directly: Clinic Director

EVALUATION:

90 days and annually in January

POSITION SUMMARY:

The Clinic Administrator (CA) greets and assist patients with the appointment process with checking them in while managing the front desk, answering the phone, making appointments, confirming appointments, assessing and consulting with staff leadership when necessary and opening and closing procedures for the clinic. The CA does the data entry, charting of patient files, and is fully responsible for the organizational flow of accurate patient charts. The CA assists the Clinic Director with advocating on occasion and patient service tasks as needed and directed.

SKILLS & QUALIFICATIONS:

- A commitment to Jesus Christ as Lord and Savior.
- Passion and calling for pregnancy center ministry work.
- Full agreement with Hope Women's Centers Mission, Statement of Faith, Mission & Vision Statement, and policies and procedures of the clinic.
- Professional work experience, in particular in a clinic or pregnancy center setting.
- Preferably bi-lingual.
- Dependable, stable, capable of following through on commitments.
- Ability and confidence to master phone protocols in order to effectively schedule patients, and conversing and making appointments for patients considering abortion.
- Excellent computer skills and competence in managing computer databases and programs.
- Proficient charting data skills experience.
- Multi-Tasking abilities and flexibility during interruptions in a high-volume clinic.
- Self-Motivated and can work independently.
- Confident with medical filing systems and charting.
- Ability to organize and maintain office and desk area.
- Able to handle stress well and confront a variety of problems throughout the day.
- Commitment to confidentiality of patients, complying with HIPAA Privacy Protocols.
- Excellent verbal and written communication skills.

- People skills including social graces, communication, language, and friendliness.
- Excellent administrative and organizational skills.
- Highly professional and maintains office professionalism/best practices at all times.
- Works well within a team with an understanding of working with the Clinic Director and Nurse Manager to manage appointments.

CLINIC ADMINISTRATOR RESPONSIBILITIES:

Front Desk/Patient Duties

- Opens and closes the office following daily procedures.
- Greets patients and visitors to the clinic as they arrive.
- Primary person to answer phone accordingly to best practices concerning patients making appointments and those considering abortion.
- Administering proper paper work for patients upon arrival.
- Manage and respond to voicemail and messaging systems as well as text messaging for responding and making appointments.
- Updating and communicating daily schedule and maintain appointments on computer in a timely manner.
- Pulls appointment files daily.
- Welcome walk-in patients and provide initial assessment, consulting proper clinic staff in order to schedule appropriately.
- Inputs "Patient information" form at the beginning of appointment.
- Works with the Clinic Director and clinic staff to assess needs of appointment scheduling and important information pre-appointment when needed.
- Confirms all clinic appointments at the end of the day for the following day.
- Charting all patient files in data base program according to protocol in a timely manner.
- Keep daily statistics not kept in data base for month end reconciliation.
- Maintains orderly patient files and filing systems including purging within a timely manner.
- Assist in managing patient database and maintaining electronic patient files. This includes documentation into the patient's file (electronic and hard-copy) of any correspondence with the patient.
- Inform clinic leadership immediately regarding any odd behavior, ill or distraught patients as necessary.
- Maintains reception, waiting and advocate rooms in neat and orderly condition.
- Makes certain the needs of patients are met as they wait for an advocate or medical staff member.
- Follow emergency policy and procedures regarding emergency situations.
- Follows all HIPPA laws and procedures based on best practices, maintaining confidentiality of patients.
- Participates in staff meetings.
- Assists the Clinic Director with advocacy as directed in a time of need.
- Assist the Clinic Director with projects as directed and needed when time permits.

Public Relations

- Attend and fully participate in special events of the ministry: Walk for Life (Spring) and Banquet (Fall).
- Willingness to consider giving and promoting the ministry initiatives for funding the ministry.

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