

JOB DESCRIPTION FORM

Position: Clinical Support Coordinator

POSITION TITLE: Clinical Support Coordinator	DEPARTMENT: OP / OR / Acute
APPROVED BY: CNO	IHA JOB CODE: Click here to enter text.
LATEST REVIEW OF JOB DESCRIPTION: 03/2018	LATEST REVISION OF JOB DESCRIPTION: 03/2018
FORMER REVISION: 04/2017	EXEMPTION STATUS: Exempt Non-exempt x

Job Summary:
Provides clinical support to Patient Services Manager, OR/OP Services Manager, and their departments by overseeing the administrative aspects of health services provided in these hospital departments. Daily duties to include, but not limited to assistance of managers with scheduling in these departments, payroll management, oversight and entry of charges, assist with prior-authorizations, quality audits and reporting and assisting with clinical duties in departments as needed. This position will back up staff in these areas during increased work load and staff PTO.

JOB QUALIFICATIONS:
Education and Training: Graduate from an accredited LPN Program, required.
Licensures/ Certifications: Current Licensed Professional Nurse in the State of Iowa. BLS within 30 days of employment.
Experience: One year experience in Medical/Surgical nursing preferred.
Skills and Abilities: Good verbal and written communication skills. Motor coordination and manual dexterity required. Adaptable to changing work schedules and patient needs. Excellent Customer Satisfaction skills and ability to quickly move from one department to another as needs arise.

REPORTING RELATIONSHIPS:	
Reports to: Outreach Clinic/Perioperative Services Manager and Patient Services Manager	Supervises: Patient Care Technician

Essential Duties and Responsibilities
The following description of job responsibility and standards is intended to reflect the major responsibilities and duties of the job, but is not intended to describe minor duties and other responsibilities as may be assigned. All are essential job functions according to ADA guidelines and are listed in order of importance.
<ol style="list-style-type: none"> 1. Demonstrates the ability to provide and assure the carrying out of the established nursing procedures utilizing the nursing process, and assuring the maintenance of a safe clean environment.

Provides holistic, age appropriate total patient care demonstrating the ability to assess patient and situation needs and problems.
2. Assists Managers to ensures policies and procedures are up-to-date with current regulatory requirements.
3. Assists Managers to implement, review, apply and actively oversees the hospital's policies and procedures.
4. Assists with Coordination and reporting quality measures to appropriate personnel. Identifies gaps in quality indicators both retrospectively and currently, and works with manager to facilitate action to improve.
5. Coordinates scheduling of departments and identifies gaps, reporting to House Supervisor or manager. Assists in covering departmental shortages when necessary.
6. Assists in the coordination of services with medical staff, nursing staff, other departments as well as other providers. Responds rapidly and effectively during emergency situations.
7. Performs prior-authorizations and enters patient charges as delegated by department managers.
9. Self-motivated and able to make decisions about items in their scope while keeping Managers / ER / House supervisor and others informed and supporting the hospital's mission and vision. Able to prioritize and manage time efficiently.
10. Communicates with others (verbally and in writing) in an appropriate and timely manner, demonstrating tact, sensitivity, and ability to deal with people beyond giving and receiving instructions.
11. Adheres to and promotes the established values of the organization, i.e., customer service, safety, compliance standards and all others.

CLINICAL SUPPORT COORDINATOR – Physical Demands

	Nvr 0 %	Rare 1-5	Seld 6-19	Occas 20-33	Freq 34- 66	Cont 67- 100		Nvr 0 %	Rare 1-5	Seld 6- 19	Occas 20-33	Freq 34- 66	Cont 67- 100
LIFT							PHYSICAL ACTIVITIES						
1 - 10 lbs.						X	Balancing		X				
11 - 20					X		Bend/Stoop			X			
21 - 35					X		Twisting				X		
36 - 50				X			Crouch/Squat				X		
51-65			X				Kneeling				X		
66-75		X					Crawling		X				
CARRY							SITTING						
1 - 10 lbs.						X	Sitting				X		
11 - 20					X		Standing					X	
21 - 35					X		Walk-Level						X
36 - 50				X			Walk-Uneven		X				
51-65			X				Climb Stairs				X		
66-75		X					Climb Ladder		X				
PUSH							REACH						
1 - 10 lbs.						X	Reach Over shlder						X
11 - 20					X		Reach-at or below shlder						X
21 - 35					X		Pushing					X	
36 - 50				X			Pulling				X		
51-65			X				Lifting				X		
66-75		X					Use Arms						X
PULL							USE						
1 - 10 lbs.						X	Use Wrists						X
11 - 20					X		Use Hands						X
21 - 35					X		Grasping					X	
36 - 50				X			Fingering						X
51-65			X				Foot Control					X	
66-75		X					Repetitive Motion-					X	
HEARING AND SENSE							VISION						
							Talking					X	
							Hearing					X	
							Vision						X
							Tasting/Smelling		X				
							Feeling					X	

Physical Requirements:

Medium work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Working Conditions:

Employees in this job classification have been identified as having the likelihood of occupational exposure to blood or other potentially infectious materials, therefore, are included in OSHA Exposure Control Plan with all its specifications for preventing contact with the above materials. Employees in this job classification have also been identified as having the likelihood of exposure to sharps, glass containers and hazardous chemicals.

Visual Acuity Requirements:

Work involves the accurate use of sharps and instruments, to assist with procedures to provide treatments to patients, i.e. injections and starting IVs.

Intellectual and Emotional Requirements:

1. Adaptability to situations involving the interpretation of feelings, ideas, or facts in terms of personal viewpoint.
2. Adaptability to influencing people in their opinions, attitudes, or judgments about ideas or things.
3. Adaptability to making generalizations, evaluations, or decisions based on sensory or judgmental criteria.
4. Adaptability to making generalizations, evaluations or decisions based on measurable or verifiable criteria.
5. Adaptability to dealing with people beyond giving and receiving instructions.
6. Adaptability to performing under stress when confronted with emergency, critical, unusual, or dangerous situations; or situations in which working speed and sustained attention are make-or-break aspects of the job.
7. Adaptability to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.
8. Adaptability to maintain both a high standard of courtesy and cooperation in dealing with co-workers, patients and visitors, and satisfactory job performance despite the stress of a medical work environment.

Strength Level	Description
Sedentary	Exerting up to 10 lbs. of force occasionally. Sitting most of the time, walking or standing for brief periods of time.
Light	Exerting up to 20 lbs. of force occasionally, or up to 10 lbs. of force frequently. Physical demands are in excess of those for sedentary work. May involve (1) walking or standing to a significant degree; (2) sitting most of the time while pushing or pulling arm or leg controls; (3) working at a production rate pace while constantly pushing or pulling- weight of materials negligible.
Medium	Exerting 20 to 50 lbs. of force occasionally, 10-25 lbs. frequently, or an amount up to 10 lbs. constantly to move objects. Physical demand requirements in excess of light work.
Heavy	Exerting 50 to 100 lbs. of force occasionally or 25-50 lbs. frequently, or 10 to 20 pounds constantly to move objects. Physical demand requirements in excess of medium work.
Very Heavy	Exerting force in excess of 100 lbs. occasionally, or in excess of 50 lbs. frequently, or in excess of 20 lbs. constantly to move objects. Physical demand requirements in excess of heavy work.

Physical Tasks	Description
Standing	Remaining on one's feet in an upright position at a work station with-out moving about.
Walking	Moving about on foot.
Sitting	Remaining in a seated position
Lifting	Raising or lowering an object from one level to another (includes upward pulling).
Carrying	Transporting an object, usually holding it in the hands or arms, or on the shoulder.
Pushing	Exerting force upon an object so that the object moves away from the force (includes slapping, striking, kicking, and treadle actions).
Pulling	Exerting force upon an object so that the object moves toward the force (includes jerking).
Climbing	Ascending or descending ladders, stairs, scaffolding, ramps, poles, etc. using legs or hands and arms.
Balancing	Maintaining body equilibrium to prevent falling when walking, standing, crouching or running on narrow, slippery, or erratically moving surfaces; or maintaining equilibrium when performing gymnastic feats.

Stooping	Bending the body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscles.
Kneeling	Bending legs at knees to come to rest on one or both knees.
Crouching	Bending body downward and forward by bending legs and spine.
Crawling	Moving about on hands and knees or hands and feet.
Reaching	Extending hand(s) and arm(s) in any direction
Handling	Seizing, holding, grasping, turning or otherwise working with hand or hands. Fingers are involved only to the extent that they are an extension of the hand, such as to turn a switch or shift automobile gears.
Fingering	Picking, pinching, or otherwise working primarily with fingers rather than with the whole hand or arm.
Talking	Expressing or exchanging ideas by means of the spoken word to impart oral information to clients or to the public, and to convey detailed instructions to other workers accurately, loudly, or quickly.
Hearing	Perceiving the nature of sounds by ear.
Tasting/Smelling	Distinguishing, with a degree of accuracy, differences or similarities in intensity or quality of flavors or odors, or recognizing flavors or odors, using tongue or nose.
<u>Vision</u>	
Near Acuity	Clarity of vision at 20 inches or less.
Far Acuity	Clarity of vision at 20 feet or more.
Depth Perception	Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.
Accommodation/Ability to Adjust Focus	Adjustment of the lens of the eye to bring an object into sharp focus. This is required when doing near point work at varying distances from the eye.
Color Vision	Ability to identify and distinguish colors.
Field of Vision/ Peripheral Vision	Observing an area that can be seen up and down or to right or left while eyes are fixed on a given point.