

## JOB OPENING

**JOB TITLE:** Patient Care Manager  
**COMPANY:** Clackamas Volunteers in Medicine  
**JOB LOCATION:** 700 Molalla Avenue Oregon City, OR 97045

**PAY, BENEFITS, SCHEDULE**

\$30.00 - 40.00 per hour, DOE  
Benefits: 401(k)  
Part-time, 16 hours/ week Monday – Thurs, 9 am – 5pm

**JOB DESCRIPTION**

The Patient Care Manager (PCM) is responsible for supporting in-clinic functions; providing coordination, guidance and back-up to nursing, scribing and laboratory volunteers; ensuring the laboratory and exam area is staffed, stocked and operating according to protocol; initiating aftercare medical referrals; ensuring HIPAA compliance and medical record accuracy; lab results review and follow-up. The PCM also assists program planning, policy and procedure development and implementation, volunteer management and public relations across all lines of business within the organization. The PCM works closely with the Medical Assistant/Referral Coordinator and Clinic Manager to ensure optimal clinic operations. The PCM reports directly to the Medical Director on all matters of patient care and the Executive Director on administrative issues, and is responsible for keeping the Medical Director informed and up-to-date on clinic management and medical care as well as patient care work-flow issues.

The Patient Care Manager position is an in-person position, required to be at the clinic during operating hours: Monday - Thursday. Hours per week are 16.

**The minimum qualifications require the applicant to have education and experience as a LPN or RN. Bilingual, Spanish-speaking skills are preferred. Excellent and pro-active communication skills and computer skills are required.**

**DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING**

- Lead worker for all Patient Care Coordination activities.
- Requests and reviews patient medical information in preparation for clinic as necessary.
- Coordinates with Volunteer Coordinator and Clinic Manager to ensure adequate medical staffing and steps in to fill gaps as needed, within scope.
- Supports in-clinic functions.
- Evaluates emergent patient situations in consultation with provider staff.
- Initiates referrals including but not limited to SCREENWISE, Diagnostic Imaging, Dental, Physical Therapy, and medication assistance. Provides strong advocacy for patients.
- Supports providers by facilitating prescription refills. Supports patients with prescription processing and follow-up.
- Assists in the development and implementation of CVIM patient care procedures and policies; prepares and revises procedures, manuals, and other documents as required.

- Orients, trains, coordinates and guides volunteer nursing, scribe and laboratory staff to provide quality service to CVIM patients and organizational partners.
- Ensures the laboratory and exam area is staffed, stocked and operating according to protocol.
- Ensures proper closing/between-patient cleaning procedures for lab, nursing and medication storage.
- Ensures HIPAA compliance and medical record accuracy; lab results review and follow-up procedures.
- Creates and maintains policies and procedures relevant to the role.
- Promotes professional and collaborative behavior, a welcoming patient and volunteer experience and cooperative team efforts among staff and volunteers.
- Steps in to help other staff and volunteers as needed and as within professional scope. Other duties as assigned.

#### **APPLICANT QUALIFICATIONS**

- LPN or RN, required
- Patient Care experience required
- Reliable transportation required
- Authorized to work in United States required
- Monday – Thursday, 9 am - 5 pm availability required, 16 hours weekly minimum.
- English/Spanish bilingual preferred

#### **COVID-19 PRECAUTIONS**

- Remote interview process
- Personal protective equipment provided or required
- Plastic shield at work stations
- Temperature screenings
- Social distancing guidelines in place
- Virtual meetings
- Sanitizing, disinfecting, or cleaning procedures in place

#### **QUALIFIED APPLICANTS, PLEASE SEND**

- Cover letter
- Resume
- Relevant certification or training documents
- Three references

**To:** [info@clackamasvim.org](mailto:info@clackamasvim.org) and [executivedirector@clackamasvim.org](mailto:executivedirector@clackamasvim.org)