



Maile Clinic Team Lead

SUMMARY

The Maile Clinic Team Lead is responsible for coordinating the services of the Maile Clinic (pediatrics), ensuring the delivery of safe nursing care to patients and accurate exchange of information between providers, patients, family members and ancillary staff.

The Lead ensures the stewardship of clinic resources and assists with scheduling of staff to meet the needs of the clinic and patients/family. Responsible for maintaining an environment that provides care and safety of patients and team members. Implements policies that support the effective and efficient operation of the clinic and makes recommendations for updates/changes/creation of policies and procedures. Demonstrate willingness to work in cooperation with and support of others.

The Maile Clinic Team Lead routinely identifies and assists in performance and process improvement opportunities and actively participates in these initiatives; promotes and assists in development and deployment of patient satisfaction efforts. Must demonstrate working knowledge of the patient population and the physical ability to perform patient care.

This position also provides care coordination to complex pediatric patients as appointed by the pediatrician. As Care Coordinator of pediatric patients, this person will work with members of the interdisciplinary team to provide quality care to complex patients to achieve optimal clinical outcomes within the context of the Patient-Centered Health Care Home. The Maile Clinic Team Lead will provide health education, care management, and outreach services to patients and family members with medical and psychosocial problems. This position reports to the Clinical Director.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ❖ Computer and medical office training or experience preferred.
- ❖ Experience with Electronic Medical Records system is preferred.
- ❖ Patient care training or experience required.
- ❖ Pediatric and family experience is preferred
- ❖ Familiarity with the communities to be served is preferred.
- ❖ Demonstrated ability to communicate effectively with individuals, groups, and professionals in a culturally appropriate manner.
- ❖ Demonstrated ability to work effectively as a member of a team.
- ❖ Maintains strict confidentiality of all patients and employee information in compliance with HIPAA regulations.
- ❖ Enforces clinic policies and procedures to ensure that the principles of Waimanalo Health Center are implemented.
- ❖ Participates in customer service related issues.
- ❖ Must have good communication, supervisory and organizational skills as well as a good understanding of patient and work flow processes.
- ❖ Must have knowledge of Federal and State Reporting Requirements.
- ❖ Must be able to work on Electronic Medical Records system.
- ❖ Health care management experience preferred.

EDUCATION AND/OR EXPERIENCE

- ❖ Certificate of graduation from an accredited nursing program with preferably a Bachelor's of Science in Nursing (BSN) or an Associate's Degree RN (ADN). Experience in Pediatric Medicine, Scheduling, Administration and Management in a Community Health Care Setting are desired.
- ❖ Must have satisfactorily completed formal education in nursing theory and practices with basic knowledge of human anatomy and physiology, human behavior, mental health and illness, first aid, normal child growth and development, gynecological conditions, pregnancy, family planning, health maintenance screening, immunizations, acute and chronic illnesses.
- ❖ Must have ability to read, comprehend, interpret, and apply knowledge to situations. Must be able to cultivate constructive, professional, interpersonal relationships.

Must have willingness to continually improve and expand medical knowledge base and clinical skills.