



## **Director of Patient Care (RN Required)**

Join our compassionate care team and help the Gloucester Mathews Care Clinic (GMCC) fulfill our mission of serving those in need. The GMCC is seeking a full-time Director of Patient Care (RN required). This position is a vital leadership role at GMCC, primarily responsible for planning, organizing, directing, coordinating and evaluating patient care services provided by the Gloucester Mathews Care Clinic. Will partner with senior management, working under the direction of the Executive Director and working collaboratively with the Physician Practice Manager and Medical Director. Will help provide leadership to the entire GMCC organization.

### **ESSENTIAL FUNCTIONS**

- Responsible for maintaining sufficient, qualified resources with which to operate
- Works closely with employed and volunteer providers relative to schedules, requests, and the execution of quality patient care
- Attends and actively participates in appropriate Executive, VAFCC, Williamsburg Health Foundation, and team meetings.
- 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
- Complies with and ensures adherence to HIPAA and OSHA training requirements, clinical guidelines and protocols
- Monitors budget for outside pharmacy patient medications
- Monitors and evaluates team member's performance.
- Works with Medical Director and Practice Manager to ensure that clinic continues to remain up-to-date with the most recent medical guidelines
- Works with medical Director and Practice Manager to make sure Chart Audits and Peer Reviews are completed
- Works with billing provider to ensure that billing issues are identified and handled appropriately.
- Other duties as assigned.

## POSITION QUALIFICATIONS

- Registered Nurse with significant management experience in a clinical practice
- Valid drivers' license with a good driving record
- Demonstrated record of leadership abilities
- Knowledge of CMS guidelines and billing or coding experience
- Knowledge of Human Resources principles and practices
- Non-profit management experience helpful

## SKILLS, ABILITIES & REQUIREMENTS

- Excellent communication skills, both written and verbal.
- Excellent interpersonal skills and collaborative management style.
- Ability to multi-task and work well under pressure.
- Strong analytical, critical thinking, and conflict resolution skills.
- Great organizational and time management abilities.
- Strong office equipment and computer Skills. Including a high level of ability with Microsoft Office applications (MS Word, Excel, Outlook) as well as experience with an Electronic Health Record and Practice Management System.
- Must be flexible to accommodate the changing needs of the clinic.

Benefits include:

- work schedule: Monday-Thursday 8 am-5 pm, Friday 8 am-noon
- paid holidays, vacation and sick time
- health, dental, vision, short term disability, and life insurance

The Gloucester Mathews Care Clinic is an Equal Opportunity Employer and Drug Free Workplace. Please send resume with cover letter by October 20th.

Arlene Armentor, Executive Director

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Gloucester Mathews Care Clinic

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***The mission of the Gloucester Mathews Care Clinic is to provide community-based healthcare for the residents of Gloucester and Mathews counties, and select surrounding areas, who lack health insurance, or are covered by Medicaid. We achieve this through the efforts of volunteers, paid professionals and support staff, and contributions from members of the community who share our values and concern.***