



POSITION/TITLE: Administrator

SUPERVISOR: Nineveh Director

STATUS: Part-time Volunteer – 10 - 12 hours per month

POSITION SUMMARY

Work in a variety of responsible command, management, administrative and leadership positions.

DUTIES INCLUDE

- Plans, develops, and implements complex financial and other administrative strategies to support organizational programs for HOPE Medivan.
- Develops goals and objectives consistent with the needs of HOPE Medivan.
- Monitors the performance of contracts and other financial matters.
- Plans for the efficient utilization of staff and coordinates other personnel related activities.
- Confers with management on the integration of activities, the resolution of administrative problems, and the improvement of division functions.
- Confers with internal and external leaders and managers concerning matters, which require joint coordination of activities.
- Prepares cost reports for various local, state, and federal agencies.
- Performs as a liaison for computer issues regarding hardware and software.

Marginal Functions

- May be assigned to manage specialized projects or negotiate specific contracts.

QUALIFICATIONS:

Six years management experience in a healthcare setting. Medical knowledge and/or experience in the medical field preferred. Computer experience required.

Nothing within this job description is intended to offer a contract or a guarantee of continued employment.



POSITION TITLE: Medical Director

SUPERVISOR: Administrator

STATUS: Part-time Volunteer - 4 -6 hours per month

POSITION SUMMARY

Provide leadership in establishing medical protocols, handling medical issues related to the clinical practice, and working with the Clinic Administrator on continuous quality improvement activities.

DUTIES INCLUDE

- Review laboratory and radiology reports, as well as consultation notes at least once a week, and make appropriate decisions on therapeutic intervention as necessary.
- Be available for emergency and non-emergency consultation during clinic business hours.
- Serve as member of the HOPE Medivan Advisory Committee.
- Be available to Board of Elders meetings as requested.
- Conduct regular chart reviews to ensure quality medical services are provided to all patients treated by the clinic.
- Recommend patient referral for services not available at the HOPE Medivan.
- Establishing, reviewing, and maintaining medical policies and standards, which shall be reviewed at least annually.
- Review and approve all protocols used by the clinic.
- Establish and implement a system of peer review, pursuant to written procedures.
- Review credentials and delineate clinical privileges for the physicians providing service in the clinic.

Competencies

- Thorough knowledge of the principles and practice of medicine.
- Thorough knowledge and skill appropriate for specific clinical duties assigned.
- Considerable ability to deal tactfully and effectively with the public and with staff .
- Ability to work well with persons of diverse socio-economic backgrounds, including patients, families, clinic staff , board members, agency directors, hospital administrators, and other allied personnel.

QUALIFICATIONS:

- Must be licensed to practice medicine in the State of California.
- Possess admitting privileges to a hospital for ensuring needed hospital services.



POSITION TITLE: Clinic Coordinator

SUPERVISOR: Administrator

STATUS: Part-time Volunteer - 4 -6 hours per month

POSITION SUMMARY

Command the operation of the HOPE Medivan, a non-profit organization providing health services to the medically underserved. Coordinate clinic operations, staffing, and volunteer/donor information with appropriate confidentiality. Successfully handle the multi-tiered position, while representing the clinic in a positive manner, at all times.

DUTIES INCLUDE

Coordinator:

- o Schedules Staffing
- o Recruits volunteers
- o Coordinates staff activities
- o Requests supplies in compliance with budgetary restrictions, to keep operation running smoothly. for lab work follow-up per lab follow-up procedures
- o Attends clinics as scheduled

Liaison to the Board:

- o Non-voting representative to the Board
- o Works with Administrator and other Board officers in overseeing and ensuring the fulfillment of the clinic's mission
- o Available to Board committees upon request
- o Implements Board policy decisions and carries out board directives with volunteers

Personnel Issues:

- o Available to Board Committees for assistance in securing and scheduling volunteers
- o Responsible for supervising volunteer staff
- o At all times, keeps Administrator and appropriate committee chair apprised of critical issues

Program Monitoring:

- o Responsible for ongoing assessment and evaluation of the program
- o Oversees the implementation of the clinic's mission

QUALIFICATIONS: Two years management experience preferred. Medical knowledge and/or experience in the medical field preferred. Computer experience required.

Nothing within this job description is intended to offer a contract or a guarantee of continued employment.



POSITION TITLE: Clinic Physician

SUPERVISOR: Clinic Coordinator

STATUS: Part-time Volunteer - 4 -6 hours per month

POSITION SUMMARY

Performs professional work in providing medical care to patients seen in one or more of the clinical programs of the Division of Public Health, and performs related duties as required. Works under the general guidance and medical direction of the Medical Director. Exercises medical supervision over professional, technical and clerical program staff

DUTIES INCLUDE

The listed examples may not include all the duties performed by all positions in this class.

- Performs medical evaluation, diagnosis, treatment and recommendations necessary to address the health needs of patients.
- Makes referrals to other agency programs and outside agencies.
- Participates in the planning and administration of the clinical program(s).
- Provides medical consultation to administration.
- Provides education and training to clinical staff.
- Reviews clinical protocols and standing orders with the supervising physician.
- Performs quality assurance review of program participants.

Competencies

- Thorough knowledge of the principles and practice of medicine.
- Thorough knowledge and skill appropriate for specific clinical duties assigned.
- Considerable ability to deal tactfully and effectively with the public and with staff.

QUALIFICATIONS

Must be licensed to practice medicine in the State of California.



POSITION/TITLE: Clinic Nurse

SUPERVISOR: Clinic Coordinator

STATUS: Part-time Volunteer - 4 -6 hours per month

POSITION SUMMARY

Under direction, to serve as a lead and to assist a program manager in the direction, evaluation, and supervision of the HOPE Medivan; and to do other work as required.

DUTIES INCLUDE

Reviews charts and patient care for completeness, compliance with clinic protocols and professional standards; reports legally defined illnesses and conditions to the proper authorities; acting under medical orders provided by the clinic physician, refers clients for specialty services; coordinates clinic nursing function, including oversight of work of nursing support staff; ensures that the clinic is stocked, clean and adheres to Infection Control Policy; attends designated staff meetings; keeps current with changing standards of practice; assists to implement nursing components of clinic functions; and provides training and in-service education to other staff members.

QUALIFICATIONS

- Thorough knowledge of nursing principles, practices and procedures;
 - Working knowledge of technical nursing procedures, and medical terminology;
 - Working knowledge of the administration of medications, treatments and therapies, and the uses, effects and adverse reactions to medications and drugs;
 - Working knowledge of the care and use of medical supplies and equipment;
 - Working knowledge of clinic routines;
 - Working knowledge of interviewing, counseling and teaching techniques in a medical setting;
 - Working knowledge of prevention, detection, reporting and treatment of child abuse and neglect;
 - Some knowledge of availability of community resources, specialists and services.
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- Recognize and report legally defined illnesses and conditions, and instances of suspected abuse.
 - Deal with sensitivity to the needs of people with different cultural, environmental and social backgrounds.
 - Teach and supervise other health care professionals, workers and volunteers;
 - Understand, interpret, explain and apply laws, regulations, policies and written and oral direction;
 - Establish and maintain effective working relationships with others.

Training and Experience

Any combination of training and experience which would provide the required qualifications.

SPECIAL REQUIREMENTS

- Possession of a valid California Registered Nurse license issued by the State of California.
- Possess and maintain a valid California Class C Driver's license.



POSITION TITLE: Eligibility Analyst

SUPERVISOR: Clinic Coordinator

STATUS: Part-time Volunteer - 4 -6 hours per month

POSITION SUMMARY

Provide leadership in the staffing, set-up, and operations related to the clinical practice, and working with the Clinic Administrator on continuous quality improvement activities.

DUTIES INCLUDE

- Scheduling volunteers to staff clinic at designated times and locations.
- Assist clinic staff with referrals to other agency programs and outside agencies.
- Participates in the planning and administration of the clinical programs.
- Act as liaison to administration for areas of assignment.
- Provides education and training to staff.
- Performs quality assurance review of program participants.
- Update and remain familiar with community referral lists.
- Cultivate working relationship with clinic partners.
- Ensure equipment and supplies are available and in working order.
- Attending regular meetings with the management teams

QUALIFICATIONS:

Prior work in a professional office setting and data processing experience desirable. A background in eligibility systems is highly preferred, and customer service experience is a big plus. Healthcare industry knowledge will be very helpful. Computer skills are a must.

Nothing within this job description is intended to offer a contract or a guarantee of continued employment.



POSITION/TITLE: Registration Clerk

SUPERVISOR: Eligibility Analyst

STATUS: Part-time Volunteer - 4 -6 hours per month

POSITION SUMMARY

Provide courteous and efficient registration and admission to patients of the HOPE Medivan.

DUTIES INCLUDE

- Interviewing patients and completing Patient Registration form(s)
- Communicating the mission and services of the HOPE Medivan to patients and family members
- Electronic data entry of information

QUALIFICATIONS

Ability to interact well with others, under stressful circumstances. Ability to read, write, hear and verbally communicate to the degree required to perform the job. Must demonstrate excellent verbal and written interpersonal communication and problem solving skills.

Preferred Qualifications: Bilingual. Previous customer service skills.



POSITION TITLE: Triage Staff

SUPERVISOR: Clinic Coordinator

STATUS: Part-time Volunteer - 4 -6 hours per month

POSITION SUMMARY

The HOPE Medivan Triage Staff will initially assess all incoming patients on arrival to determine acuity level and subsequent disposition, i.e., registration, waiting room, exam room, Urgent Care, or Clinics. The Triage Staff will maintain ongoing communication with the Clinic Nurse and Clinic Physician to optimize patient flow.

DUTIES INCLUDE

Direct Patient Care:

- Maintains global awareness of clinic status.
- Performs initial interview and evaluation of each patient.
- Chief complaint in quotes
- Summarizes brief assessment
- Classifies patient priority
- Begins initial treatment
- Directs patient to appropriate area

Indirect Patient Care:

- Update and remain familiar with community referral lists.
- Cultivate working relationship with Patient Registration Staff.
- Stock and maintain Triage supplies/area

Follow-Up:

Document all actions on patient record.
Ensure that follow-up calls to patients are made, as appropriate.

QUALIFICATIONS

- Thorough knowledge of clinic principles, practices, and procedures;
- Working knowledge of the care and use of medical supplies and equipment;
- Working knowledge of interviewing, counseling, and teaching techniques in a medical setting;
- Recognize and report legally defined illnesses and conditions, and instances of suspected abuse.
- Deal with sensitivity to the needs of people with different cultural, environmental and social backgrounds.
- Teach and supervise other health care professionals, workers, and volunteers;
- Establish and maintain effective working relationships with others.
- Any combination of training and experience to provide the required qualifications.

SPECIAL REQUIREMENTS

- Possession of a valid California Registered Nurse license issued by the State of California, or
- Completion of the Emergency Medical Services Basic EMT, Certified Nursing Assistant Program, or a Medical Assistant Program.

POSITION/TITLE: Lead Driver

SUPERVISOR: Administrator

STATUS: Part-time Volunteer - 4 -6 hours per month

POSITION SUMMARY

Coordinate the operation of the HOPE Medivan vehicles. Coordinate driver and vehicle operations, staffing, and volunteer information with appropriate confidentiality. Successfully handle the multi-tiered position, while representing the clinic in a positive manner, at all times.

DUTIES INCLUDE

Coordinator:

- Schedules Staffing
- Recruits volunteers
- Coordinates staff activities
- Requests supplies in compliance with budgetary restrictions, to keep operation running smoothly .
- Attends Saturday clinics as scheduled

Liaison to the Hope Advisory Committee:

- Non-voting representative to the committee
- Works with Administrator and other administrative staff in overseeing and ensuring the fulfillment of the clinic's mission
- Available to committee meetings
- Implements policy decisions and carries out administrative directives with volunteers

Personnel Issues :

- Available to assist in securing and scheduling volunteers
- Responsible for supervising volunteer staff
- At all times, keeps Administrator and appropriate committee chair apprised of critical issues

Program Monitoring:

- Responsible for ongoing assessment and evaluation of the program
- Oversees the implementation of the clinic's mission

QUALIFICATIONS: Management experience preferred. Motor vehicle knowledge and/or experience in vehicle maintenance preferred.

Nothing within this job description is intended to offer a contract or a guarantee of continued employment.



POSITION/TITLE: Administrative Assistant

SUPERVISOR: Administrator

STATUS: Part-time

POSITION SUMMARY

Provide courteous and efficient administrative support to staff and volunteers of the HOPE Medivan.

DUTIES INCLUDE

- Ordering equipment and supplies for the HOPE Medivan
- Communicating the mission and services of the HOPE Medivan to outside agencies, patients, and volunteers
- Electronic data entry of information
- Maintaining patient records
- Follow-up with physicians regarding laboratory, radiology, and pharmacy orders
- Performing primary source verification of medical staff credentials
- Other administrative support tasks as required

QUALIFICATIONS

- Shall be of mature Christian experience.
- Shall be at least 25 years old and member of the church.
- Shall exhibit a spirit of servant-hearted ministry.
- Shall demonstrate the necessary spiritual gifts to effectively serve the church, namely, gifts of helps, mercy, administration, and hospitality.
- Shall be active in prayer for the church, motivating the workers of the Church to follow their lead. Support the church financially, when possible, with their tithe and missions support, and have full understanding with the mission, vision, and values of the church.
- Shall attend at least one service over the weekend.
- Shall be able to interact well with others, under stressful circumstances.
- Shall be able to read, write, hear and verbally communicate to the degree required to perform the job .
- Shall demonstrate excellent verbal and written interpersonal communication and problem solving skills.
- Shall be able to manage own time, schedule own tasks, and have initiative to work efficiently without constant supervision and direction
- A minimum of one year commitment to the position with an eye towards your replacement in training, should you desire to change at the end of the year .

Preferred Qualifications: Bilingual. Previous customer service skills.

TRAINING AND EXPERIENCE

Any combination of training and experience which would provide the required qualifications.

Nothing within this job description is intended to offer a contract or a guarantee of continued employment.