

PENOBSCOT NATION

TRIBAL ADMINISTRATION
HUMAN RESOURCES



12 Wabanaki Way
Indian Island, ME 04468
TEL: (207) 817-7312

JOB ANNOUNCEMENT:

The Penobscot Nation is seeking applications for the following position:

OPENING DATE: April 4, 2022

CLOSING DATE: Until Filled

Medical Program Coordinator

JOB STATUS:

Medical Program Coordinator
Career Field: Medical
Pay Range: \$23.02 - \$29.98 per hr.
Category: A-5
Status/Term: Exempt, Full-time

LOCATION:

Penobscot Nation
Health Department
Classification: Full-time
12 Wabanaki Way
Indian Island, ME 04468

BRIEF DESCRIPTION OF DUTIES:

SEE ATTACHED JOB DESCRIPTION

QUALIFICATIONS REQUIRED:

Bachelor's degree from an accredited college or university required.
Two to four years program management and quality assurance experience required.
One to three years' experience in a healthcare environment/primary care required.
Able to self-motivate, work independently and function well as a team member.
Ability to manage multiple tasks and priorities while affording attention to detail and organization.
Strong oral and written communication skills; ability to interact within all levels of the organization.
Demonstrated ability to handle highly confidential information with diplomacy and tact.
Proficient in use of MS Office programs and EHR database.
Ability to adhere to schedules and deadlines.
Management/supervisory experience required.
Indian Preference will be adhered to in accordance with the Penobscot Nation Personnel Policies and Procedures.

HOW TO APPLY:

- Apply online at penobscotnation.org/departments/human-resources.
 - Submit completed applications and resume along with certifications to Human.Resources@penobscotnation.org
- For further information, call 817-7312 or email at Human.Resources@penobscotnation.org

JOB DESCRIPTION

Position Title: Medical Program Coordinator

Department: Health Department

Reports To: Health Director

Rate of Pay/Category: \$23.02 – 29.98 / A-5

Status/Term: Full-time, Exempt

JOB SUMMARY:

With the direct supervision of the Health Director, ensure that all clinical protocols and all medical policies and procedures are followed accordingly through the medical program. Responsible for the overall management of day-to-day clinic operations, including scheduling, staffing, inventory, adherence to customer service standards and accomplishment of productivity and revenue goals. The Program Manager must provide leadership and assistance in client services and participate as an active, integral member of the service delivery team. Must display initiative and follow-through on duties with relatively little guidance and be able to identify and address the changing needs of the Penobscot Nation Health Department.

ESSENTIAL DUTIES/RESPONSIBILITIES:

- Provides operational direction, manages operations of health department clinical services, and provides leadership to staff members.
- Monitor, evaluate and document staff performance, ongoing and annually, serving as full supervisor for medical assistants and other unlicensed staff and as administrative supervisor, in cooperation with Medical Director, for all licensed staff including Nurse Practitioners and Registered Nurses.
- Manage all aspects of employment for health department medical staff. Responsible for staffing center effectively by hiring, coaching, and training staff to provide all clinic services per their job descriptions as delegated by Health Director.
- Monitor and evaluate medical staff in their daily performance.
- Provide specific measurable goals for customer service standards and compliance with medical, administrative and security protocols.
- Facilitate regular medical staff meetings to support communications, deliver training, and ensure compliance with PNHD policies, state and federal regulations such as HIPAA, OSHA and CLIA as well as administrative processes.
- Provide ongoing feedback that recognizes, identifies, and supports when improvement is recommended and when excellence is achieved to team members regarding productivity, quality of patient care, operational assessment, customer service and teamwork.

- Participate in daily monitoring and annual budgeting process for medical supply budget and PRC budget based on established goals and objectives and monitor revenue cycle goals.
- Responsible for effective use of Electronic Health Records (EHR) including oversight of staff usage, coordination of training, and patient flow. Accurately enter data into EHR system.
- Implement medical staff schedules to optimize staffing levels and patient flow to ensure efficient operations and excellent patient care in collaboration with Medical Director and Health Director.
- Responsibly manage documents & reports that include, but are not limited to, Quality Assurance, equipment maintenance, mandatory training files, and other statistical reports as needed. Ensure daily, weekly, and monthly reports are completed accurately and in a timely manner.
- Oversee ordering and accuracy of inventory for medical supplies for the health department.
- Promote strong community presence in designated area as a PNHD representative to identify community leaders and to promote the agency as a provider of education, information, and health services.
- Create partnerships with community organizations that can help PNHD tailor education or clinical services to meet the needs of specific populations.
- In coordination with the Health Director, ensure a safe and secure environment for all employees, volunteers, patients, and visitors.

KNOWLEDGE/SKILLS/EXPERIENCE REQUIREMENTS: (i.e., education required/preferred, skills required/preferred, years of experience required/preferred)

Bachelor's degree from an accredited college or university required.

Two to four years program management and quality assurance experience required.

One to three years' experience in a healthcare environment/primary care required.

Able to self-motivate, work independently and function well as a team member.

Ability to manage multiple tasks and priorities while affording attention to detail and organization.

Strong oral and written communication skills; ability to interact within all levels of the organization.

Demonstrated ability to handle highly confidential information with diplomacy and tact.

Proficient in use of MS Office programs and EHR database.

Ability to adhere to schedules and deadlines.

Management/supervisory experience required.

Indian Preference will be adhered to in accordance with the Penobscot Nation Personnel Policies and Procedures.

LICENSES/CERTIFICATES/REGISTRATIONS: (i.e., driver's license, professional licensing/certification)

Driver's License

C.M.A. (AAMA), L.P.N. or R.N. preferred

PHYSICAL DEMANDS/CONDITIONS/REQUIREMENTS: (i.e., physical requirements of position, job environment/conditions)

Pre-employment physical will be conducted in accordance with the Penobscot Nation Personnel Policies and Procedures. Native American preference will be adhered to in accordance with the Penobscot Nation Personnel Policies and Procedures

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on an individual basis upon request