

Director of Patient Services (Rockbridge Clinic)

Objectives of Position:

The Director of Patient Services directly supervises all non-medical (NM) program services staff at ComfortCare Women's Health (Rockbridge Clinic) including recruiting, training and evaluating. This position is the primary supervisor of patient service hours at ComfortCare. The Director of Patient Services aids the V.P. of Patient Services insuring ComfortCare NM program services are effective, innovative, relevant, and in harmony with the ComfortCare mission statement. This is a part-time position.

Reports To: Vice President of Patient Services

Supervises: All paid and unpaid non-medical program services staffing, including patient advocates, receptionists, and program leaders

Qualifications:

1. Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior, as evidenced by a consistent Christian walk, regular bible study and church attendance.
2. Agree with the Statements of Faith and Principle, and policies of ComfortCare Women's Health
3. Maintain a consistent sanctity of life position
4. Possess a commitment to sexual purity
5. Have a bachelor's degree, preferably in a related field, or related experience equivalent
6. Have at least two years experience in an administrative position with direct experience in supervising
7. Exhibit excellent skills in interpersonal communication
8. Excel in spiritual leadership, discipleship, encouragement
9. Ability to work some evening shifts as needed

Job Responsibilities:

1. Patient Services Staff Development

- Interview and assess prospective volunteers
- Assist V.P of Patient Services in training recruits
- Assist V.P of Patient Services in conducting regular educational opportunities
- Conduct written annual evaluations of patient services volunteers insuring proper documentation, patient follow-up, and adherence to ComfortCare policy
- Assist with volunteer acknowledgment and appreciation events

2. Shift Supervision of Patient Services Volunteers

- Maintain and communicate patient services schedule
- Provide accountability
- Assist with difficult/sensitive patient interactions
- Provide opportunity to discuss patient situations
- Ensure proper documentation, policy, and protocol is followed
- May provide direction to medical staffing as needed

3. Patient Care

- Coordinate and share the on-call responsibilities of the ComfortCare helpline
- Provide direct care as needed including peer counseling
- Maintain accurate records

4. Special Program (i.e. HEART, KISSN, and Patchwork) Supervision

- Provide accountability to program leaders
- Regularly communicate the vision and goals directed by the V.P. of Patient Services
- Assist program leaders with scheduling as needed
- As directed by the V.P. of Patient Services, ensure program content is acceptable
- Communicate the annual program services calendar
- Liaison between the V.P. of Patient Services and the program leader, referring to the V.P. of Patient Services when necessary
- Conduct program when needed

5. Public Relations

- Represent ComfortCare Women's Health at health fairs and other community events
- Perform public speaking to promote ComfortCare in the community
- Assist with fundraisers as needed
- Attend and assist with volunteer appreciation events, staff /volunteer retreats, and other special events as needed

6. Related tasks

- Perform tasks as requested by the V.P of Patient Services and the President and CEO

Evaluation: The V.P. of Patient Services will perform an annual written evaluation of the Director of Patient Services.