CITY OF JOPLIN MISSOURI

Job Description

Job Title:	Medical Services Coordinator	Classification:	Classified
Department:	Health	Grade:	320
Occupational Group:	Public Health	FLSA:	Exempt
Status:	Full-Time	Supervisory:	Yes

Primary Purpose

Under limited supervision; plans, manages, coordinates, directs, and evaluates the medical services administered by the City.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Directs the provision of medical services, including Maternal and Child Health Medicaid enrollment and case management program, immunization clinics, communicable disease, outpatient clinic, laboratory functions related to the medical division, and community education programs relating to community health concerns.
2. Assigns, reviews, and evaluates the work of professional, technical, and support staff in the division; develops/revises operating policies and procedures; creates and oversees revisions of operating procedures in the medical division.
3. Develops and monitors contracts/grants supporting the division and the division's budget. Ensures services are compliant with professional standards and programs are fulfilled for all local, State, and Federal programs and grants.
4. Identifies and implements expanded or additional services and programs needed in the community.
5. Determines staff development and training needs; tracks compliance.
6. Represents the City in meetings with citizen groups, organizations, and groups from the public and private sectors, as well as with the media.
7. Coaches and develops direct reports by providing regular feedback regarding employee performance. Provides timely and constructive feedback through the formal evaluation process.
8. Addresses employee performance concerns in compliance with established policies and procedures. Participates in the disciplinary process by providing critical input prior to the Department Director issuing a final recommendation for disciplinary action in compliance with the City's policies and procedures.
9. Participates in hiring and promotional processes by providing critical input to the Department Director and Human Resources regarding hiring and promotional opportunities. Cooperates and coordinates with the City Human Resources Department to comply with rules and regulations related to recruitment, hiring, and promotional processes.
10. Develops and manages the division's annual budget and serves as the subject matter expert for divisional budget requests included in the departmental budget. Reviews and recommends budget expenditures for non-personnel costs, to the Department Director to ensure spending is

minimized and services are maximized throughout the fiscal year, in compliance with the City's purchasing policies and procedures, and are authorized in the budget.
11. Manages HIPAA Compliance Program including recommended audits of compliance and required annual training.
12. Manages patient complaints and feedback to attempt satisfactory resolution.
13. Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.

Other Duties

- Provides coverage as Community Health Nurse when understaffed and services are needed. Performs a variety of nursing and non-nursing functions to facilitate efficient clinic operations.
- Conducts epidemiological communicable disease investigations; investigates received labs and reports of disease, determines cause, and responds to control an outbreak of communicable disease in the community.
- Evaluates division services; determines methods to increase the efficiency and effectiveness of division programs.
- Manages supplies, inventory, and budget of the medical division.
- Consults with physicians, clients, and other agencies and officials regarding client needs and resources.
- Monitors HIPAA compliance for the Health Department.
- Attends and participates effectively at departmental staff meetings.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Legal rights and responsibilities of Registered Nurses with the Nurses Practice Act for the State of Missouri; general management principles and practices including budgeting, policy/procedure development, and employee training and supervision; City codes and ordinances related to various health related programs and services; medical and social services available in the community to meet the needs of patients; eligibility criteria for patients to be eligible for services in the various clinics and programs; principles, practices, and techniques of the nursing profession; Microsoft Office Suite.

Skill in: Planning, organizing, and directing activities of a division of a public health department; organizing, coordinating, and evaluating the work of subordinate staff; identifying employee training needs and developing/coordinating programs and activities to improve performance; performing a variety of professional nursing activities and functions including administering vaccinations and drawing blood and other fluid samples for testing; explaining the etiology, symptoms, and treatments for a variety of communicable diseases; Microsoft Office Suite.

Education: Graduation from an accredited college or university with a Bachelor's degree in Nursing or graduation from an accredited program leading to eligibility to sit for the exam to become a Registered Nurse.

Experience: Two years of related nursing experience with at least one year in a supervisory or administrative capacity.

Licenses and Certifications: Possess and maintain a valid state issued driver's license; Registered Nurse by the Missouri State Board of Nursing; and Basic Life Support (CPR). Must complete Incident Command Training within one year of employment; TB training and Principles of Epidemiology when offered by the State of Missouri.

Physical Demands Requirements and Working Conditions

Most possess the ability to stand in work areas for long periods of time due to clinic requirements. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work primarily in an office environment although may be subjected to extreme weather conditions and temperatures when working off site. This position may be exposed to moderate noise levels, strong fumes, odors, and chemical hazards. In addition, employees may be subjected to safety hazards involved when working with needles and bodily fluids; exposure to infectious diseases; and interacting with upset members of the clients or the public while public or their representatives while completing their duties.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	