Client Services Coordinator

Job Description

Mission: Kachemak Bay Family Planning Clinic provides broad access to reproductive health care services and education in a supportive and empowering environment. The R.E.C. Room facilitates healthy relationships, health education and healthy choices for youth in Homer.

KBFPC Core Purpose: Accessible reproductive health services

KBFPC Core Values: Empowering (respectful) Accessible & Inclusive (compassionate) Evidence based (progressive, professional)

Job Summary: This position is responsible for providing high-quality client services that represent KBFPC’s mission, core purposes and values; supporting administrative and clinical functions; and delivering client-centered and evidence-based health education. Provides trauma-informed care that is respectful of cultural and sexual diversity, and recognizes the client as a full partner in decision making, ensuring confidentiality, mutual trust, and respect.

Reports to: Clinic Manager
Classification: Non-exempt

Date: January 2020
Status: $19.15/hour, 40 hrs/wk

Essential Functions:
• Provide information and education to clients and community members about reproductive and preventive health services at KBFPC, in accordance with KBFPC protocols, program guidelines, and national standards
• Greet clients calling and arriving at the clinic and assess need for services
• Utilize Electronic Health Record (EHR):
  o Schedule and manage appointments; send reminders and follow-up notices
  o Client registration, program enrollment, and insurance verification
  o Data entry, managing electronic and paper documents in client records
  o Dispense contraceptive supplies for clients with current prescription
  o Prepare client invoices; receive and record payments; send statements
  o Reconcile daily and weekly clinic revenue
• Develop and update EHR systems and workflow—collaborating with Clinic Manager and staff as well as working independently and with EHR representatives
• Participate in Quality Assurance/Quality Improvement processes, implement best practices for client services
• Maintain public areas and work space to provide a professional, welcoming and safe environment
• Maintain client educational materials, including developing new materials as needed
• Assist with laboratory sample collection and testing as needed, prepare requisitions
• Manage KBFPC Client Experience Survey and send weekly survey requests
• Contraceptive and facility supply procurement, receiving and inventory
• Facility maintenance and routine cleaning when needed or as directed
• Out-of-office duties: post office, supply runs, etc.

Qualifications for employment at KBFPC:

Communication
• Proven, excellent customer service abilities
• Strong communication skills and ability to easily build rapport, including active and reflective listening, ability to make others feel comfortable in stressful situations
• Excellent grasp of the importance of confidentiality, including commitment to respect individual values, privacy and boundaries
Collaboration
- Desire to be part of high quality, client-centered, non-profit health care services
- Ability to function well as a team member – working collaboratively and effectively with other staff and supervisors, comfortable taking direction and receptive to feedback
- Understanding of team-based approach, willingness to assist with projects not specified in job description
- Equally comfortable with paperwork and people-work; ability to frequently move back and forth between clerical tasks and client services
- Commitment to practicing self-care and seeking support when needed

Education
- Commitment to and motivation to learn about reproductive health and sexuality, contraception, STIs/HIV, healthy relationships including interpersonal violence and sexual assault, Adverse Childhood Experiences and trauma
- Non-judgmental disposition; ability to set aside one’s personal values in order to provide client-centered support, demonstrating a strong sense of appropriateness around sensitive issues in order to educate clients about sexual and reproductive health with high level of integrity

High-quality work
- Ability to manage multiple interruptions and maintain focus on tasks
- Organized, efficient, thorough, strong multi-tasking ability
- Highly attentive to detail—especially regarding client health records and data entry
- Strong initiative – able to jump in confidently during ongoing training
- Comfort with developing new systems, protocols, researching unknowns
- Good instincts as to best practices when making decisions or encountering unfamiliar ideas/situations

General Information:
The employee must be able to work in a fast-paced environment with demonstrated ability to juggle and prioritize multiple, competing tasks and demands and to seek supervisory assistance as appropriate. Any description of work is a picture of the major responsibilities of a position at a given point in time. Jobs are dynamic and assignments/priorities may change. The primary purpose of this description is to outline and communicate key tasks and expectations for the position, it does not imply or create a contractual relationship. KBFPC is an at-will employer.

KBFPC subscribes to the following beliefs:
All health care should reflect respect for the dignity, worth, confidentiality, autonomy, and individuality of each human being:
- preventative health is the first priority
- individuals have an active part in their health care; and
- HEALTH is to be considered a state of complete physical, mental, and social well-being and not merely the absence of disease. (World Health Organization).