



POSITION DESCRIPTION

Kidney Palliative Care Program Coordinator

Reports to: KPC Program Supervisor Position Status: Non-exempt

Supervises: No one Effective Date: 6/27/23

GENERAL SUMMARY

The Kidney Palliative Care (KPC) Program Coordinator is responsible to the Program Supervisor for facilitating clinical and administrative services, general office duties, and completing special projects as needed. This position works closely with the KPC Team and other designated personnel. This position is responsible for communicating primarily with NKC clinical, support, and administrative staff and staff at area health clinics.

DUTIES AND RESPONSIBILITIES

1. Provides reception for the KPC Program. Relays or takes messages for KPC Team members from patients, NKC clinicians, and external clinicians.
2. Performs data entry. Collects and enters accurate statistics and submits monthly to KPC Program Supervisor. Generates data reports from electronic medical records at regular intervals and provides the reports to all pertinent team members.
3. Coordinates the receipt and dissemination of all new patient referrals and patient sign offs and deaths and enters them into appropriate database.
4. Collaborate with KPC Team members to schedule patient visits, using Microsoft Outlook.
5. Facilitates requests for outside medical records when necessary. Obtains external medical records from appropriate sources.
6. Maintains and routinely updates NKC staff and local clinic contact lists, including phone numbers and email addresses.
7. Orders and maintains office supplies.
8. Provides support and administrative services to the Program Supervisor and all clinicians on the KPC Team.
9. Operates equipment such as computers, copiers, telephones, KView system, Webex video system, fax.

10. Schedules weekly, monthly, quarterly, and annual team meetings.
11. Contacts new patients to schedule initial visits and provides basic information about Palliative Care.
12. Contacts current patients to schedule follow- up visits.
13. Participates in Program projects to initiate and promote change management. This may include development of new forms and/or communication tools, or revision of forms and tools.
14. Promotes collaborative work with referring clinicians and collaborative facilities with outreach efforts as needed.
15. Performs special projects and other duties, as assigned.

CUSTOMER SERVICE STANDARDS

Staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

JOB CONDITIONS

Must be able to communicate effectively in English over the telephone, in writing, and in person. Duties and responsibilities are performed in an office and clinical environments.

Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers. Requires a high-level of hand-eye coordination. Must have strong visual acuity to read, inspect information on monitors, inspect data, and work on a computer monitor.

Physical requirements include the ability to lift/move objects weighing up to 20 pounds occasionally, and up to 10 pounds frequently. The individual in this position operates the phone, computer, copier, and other office equipment as required. Demonstrated skills in Microsoft Office Products and knowledge of clinical software programs are required.

EDUCATION AND EXPERIENCE

Prefer individuals with some college education and/or previous medical reception experience and responsibilities for public contacts, and knowledge of medical terminology. Minimally requires a high school diploma or GED, proficiency in keyboarding, proficiency with Microsoft Office programs, and communications related training. Strong communication skills and attention to detail are imperative to success in this role.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL

DocuSigned by:



Liz McNamara

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Chief Administrative Officer

6/27/2023

Date

DocuSigned by:



Liberty Stansberry

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Vice President of Human Resources/CHRO

6/27/2023

Date

