

## **POSITION DESCRIPTION**

### **Clinical Unit Coordinator Lead**

Reports to: Clinical Unit Manager  
Clinical Director

Position Status: Non-Exempt

Supervises: None

Effective Date: 11/1/18

### **GENERAL SUMMARY**

The Clinical Unit Coordinator Lead is responsible to the Clinical Director for the oversight of Clinical Unit Coordinator activities at the Units. This includes but is not limited to the clerical duties, preparation and coordination of lab work, patient transportation, and EMR data scanning, reporting and documentation entries. The Lead will provide operational support to the Unit Coordinators, training, and communication of NKC changes that impacts the duties of the Unit Coordinator. The Lead will assist the Unit coordinators in learning Kaizen activities and participation in the Kaizen process at the Unit level. The Lead may represent the Unit Coordinators on various NKC Committees that affect the work of the Coordinators.

### **DUTIES AND RESPONSIBILITIES**

In addition to Clinical Unit Coordinator position duties, the Lead will also:

1. Working with Clinical Education to assist in the coordination and training of those individuals assigned to the Unit Coordinator role.
2. Coordinates and leads the monthly Unit Coordinator meeting.
3. Communicates operational changes that impact Unit Coordinator positions
4. Develops standard work for the Coordinator role
5. Assures Unit Coordinators have the appropriate resources to be able to complete tasks e.g. scanners, EMR rights
6. Participates on NKC Committees that will impact Unit Coordinators roles.
7. Assures Unit Coordinators are knowledgeable about the Kaizen process and incorporate Kaizen into their practice.
8. Performs other duties and responsibilities as required.
9. Performs periodic audits at the Unit to assure compliance with Standard Work.
10. Assures supply chain processes are in place to collect supply information using scanning to submit supply orders and audit for compliance with the system.
11. Supports Unit IDT teams by assuming responsibility for hospital admission/discharge and EDIE visit tracking.

## **EXTERNAL CONTACTS**

The position has contacts with physicians, caseworkers, patients and patient families, community service organization representatives, skilled nursing facilities, and other health care organizations.

## **DECISIONS**

The position is responsible to the Clinical Unit Manager and Clinical Director for decision-making required for clinical unit coordinator responsibilities.

## **JOB CONDITIONS**

1. Must be able to communicate effectively in English on the telephone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Duties and responsibilities are performed in clinical dialysis units, professional office space, and offsite locations. The clinical unit coordinator may be exposed to fumes, blood and other body fluids.
4. Must have the ability to occasionally lift/move objects weighing up to 25 lbs.
5. Travel to other NKC facilities and other non-NKC facilities is required, must provide own transportation.

## **CUSTOMER SERVICE STANDARDS**

Staff is 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.

## **EDUCATION AND EXPERIENCE**

The Clinical Unit Coordinator lead should have the equivalent of a high school diploma with keyboarding, Microsoft office products, communications related training, and equivalent of one year previous medical reception experience with responsibilities for public contacts and use of medical terminology. Other qualifications include willingness to work with seriously ill

patients following NKC recommended guidelines and other duties as required.

**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**



\_\_\_\_\_  
Vice President of Patient Care Services, CNO

\_\_\_\_\_  
11/1/18

Date



\_\_\_\_\_  
Vice President of Human Resources  
& Chief HR Officer

\_\_\_\_\_  
11/1/18

Date