

SOUTH TEXAS FAMILY PLANNING & HEALTH CORPORATION
JOB DESCRIPTION

POSITION TITLE: Family Planning Specialist

REPORTS TO: Clinic Coordinator and Clinic Services Director

TYPE OF POSITION: Health Care Provider/Operational Level

STATUS: *NON- EXEMPT*

GENERAL DESCRIPTION:

The Family Planning Specialist is a health care provider at the Family Planning Clinics of STFPHC. The FPS works with medical records and has direct contact with patients by educating and providing method instruction. The FPS works with patient billing and other clinical activities. Large amounts of paperwork documentation, computer entry, scanning into electronic systems, and routine tasks are conducted by the FPS. Works in a highly structured, fast paced environment, and under pressure. The FPS works under Standing Delegation Orders from the Medical Director.

REPONSIBILITIES:

1. Provides counseling/education to patients, including distribution of prescribed methods/medications (including FDA approved methods of birth control) as instructed by clinician and Pharmacist. Does intake of patient history, eligibility screening, makes client appointments. Enters follow-up dates/next visit dates in both the E.H.R. system and in the practice management system for appropriate follow-up. Does problem screening. Performs screening, registration, and eligibility for various state and federal programs. Does outreach, referrals, medical record documentation, completes superbill for services actually performed, performs point-of-care laboratory screens such as blood pressure, height, weight, pregnancy test, BMI, urinalysis, HIV, hematocrit/ hemoglobin, venipuncture, testing for glucose, cholesterol, TSH, body temperature, A1c, HCV, etc. Assist the clinician in the exam room. Follows agency protocols, works under Standing Delegation Orders, and follows the health care plan made by the clinician for the patients.
2. Is required enter and review medical, billing, charting, scanned data and documentation for clients served for accuracy and full completion of all requirements that must be entered into any and all agency computerized/manual systems prior to passing them up for further review. Utilizes and Enters data in agency programs – email, MS office software, electronic health records system, Ahlers, ImmTrac, Med-IT, Hospital System, Quest, CDD, medical record scanning software, etc.
3. Is required to learn and retain a large volume of information required to provide accurate and client-centered education and information to clients that receive services at the clinic and utilize all skills to deliver high quality education, information, and services to clients.
4. Must provide IM and Sub-Q injections. Must be delegated the authority to administer IM and Sub-Q injections by the medical director as per standing orders (after training and certification by Medical Director) and provide IM and sub-Q injections as requested/required.
5. Travels as assigned to various locations with little or no notice. Helps maintain and assists with pulling and filing of records, doing patient referrals, tracking system, administrative reports. Organizes and cleans the clinic, maintaining a welcoming and friendly work and clinic environment for staff and clients. Strictly follow agency protocols, procedures, rules, SDO's, policy manuals, clinic procedures, administrative procedures, regulations, etc. Participates in fundraising activities for the non-profit agency.
6. Completes and Updates demographics, enters billing information for all services performed at the clinic in Ahlers, enters lab results, maintains and updates clinic logs, performs eligibility and enrollment (for agency services and programs), screens using sliding fee scales for various programs. Monitors supply stock in exam rooms and central stocking areas, requests supplies, and receives supplies according to procedures and enters pharmacy inventory into Ahlers as required the same day items pharmacy items are received. Keeps all rooms and supplies organized and dust free, keeps entire clinic safe from hazards, cleans clinic areas inside & outside and performs janitorial duties as required.
7. Participates in health fairs, outreach events, community activities, staff meetings/trainings, leads some trainings, knows the Community and understands needs in the community, and learns the role and applies skills of Community Health Worker/Promotora(o) for STFPHC in order to become certified as such after 12 to 18 months in this position.
8. Performs other duties as assigned by the Clinics Coordinator, immediate supervisor, and/or Clinic Services Director. Must utilize all agency software programs. Performs outreach duties to ensure the community utilizes the clinic services and clinics meet client goals, etc.
9. Assists at the clinic as needed. This includes housekeeping and janitorial duties (keeping the clinic clean, sanitized, disinfected, organized, neat, smelling fresh, and free of clutter, etc.)
10. Respects and guards the confidentiality of all client and agency information, and must perform all tasks as assigned/directed.

Applicant's Signature to acknowledge receipt of this page 1 of 2 (job description): _____

QUALIFICATIONS:

The Family Planning Specialist possess the following personal and professional qualifications:

1. Be a **high school graduate or equivalent or have a CMA/CNA certificate**, and have or be able to obtain an adult CPR/AED and First Aid certificate within 12 months of employment. Higher level education and credentials are preferred.
2. Must have reliable transportation to drive on-demand where assigned, Must travel as assigned, and must possess a valid Driver's License at all times.
3. Must be able and willing to use the computer keyboard efficiently to enter data and have functional computer/email/software knowledge to keep up with pace of work.
4. Must be able and willing to learn and retain large volumes of information and clinical procedures, protocols, etc., and treat all patients and other staff with courtesy and respect.
5. Must be organized, be people oriented, have a positive demeanor and outlook, assist the organization in any way possible, and participate to make every day client flow as smoothly and quickly as possible so clients feel comfortable with services.
6. Must be willing to perform work quickly and be able to stand and walk most of the day. Must be able to work in a fast paced environment that is highly structured.
7. Hepatitis B immunization is strongly encouraged for this position because of significant contact with the public. Documentation regarding Hepatitis B will be required and maintained as part of the employees personnel file.
8. Must be committed to the goals of the agency and its programs (Family Planning, Men's Health, Health Education, Immunizations, Breast & Cervical Cancer, Natural Family Planning, Primary Health Care, HTW, etc.)
9. Must be heavily involved in the community in other organizations, schools, groups, churches, associations, etc. Must have good communication skills (oral, written, verbal), interpersonal skills, service coordination skills, capacity building skills, advocacy skills, teaching skills, organizational skills, and knowledge base of all the services and community programs available to help low income, uninsured, and under insured populations.
10. Must be able to work consistently, accurately, in a fast-paced environment, under high pressure and stress, and as otherwise needed by the supervisors/directors/Executive Director. Must be able to multi-task in clinic environment, be team oriented. Must participate in community events/fairs which often take place outside of the normal working schedule to promote the services of the clinic and the visibility of the agency.
11. Must have a **2-1-1 Texas Benefits Navigator certificate** and should get training as a Certified Application Counselor to help enroll individuals into ACA. If hired without 2-1-1 Navigator certificate, *must be able to receive such certification within 12 months of employment.*
12. Ability to speak Spanish is a preferred due to large volume of Spanish speaking clients served at STFPHC.

WORKING HOURS/ATTENDANCE REQUIREMENTS:

If full-time, typically 40 hours per week, to be worked primarily, but not exclusively, Monday thru Friday, with scheduled shifts from 1 thru 12+ hours per day, mostly, but not exclusively, between 7am thru 8pm. Weekends, holidays, early mornings, late evenings are required, some with little or no notice, to complete daily tasks/workload, handle immediate demands from supervisor(s), participate in outreach/community education awareness activities organized by STFPHC (health fairs, conferences, workgroups, etc.), and events organized by others. Overtime and/or hours above and beyond those scheduled must be worked as ordered. If part-time, typically 1 to 30 hours per week as scheduled and needed.

PAY RATE:

\$14.00 - \$15.00 per hour. During training orientation and training a lower hourly wage may be paid.

Travel Reimbursement: \$0.51 cents per mile to travel out-of-town from designated "work home" per agency travel policies.

HOW TO APPLY:

Apply in person at South Texas Family Planning & Health Corporation; 4455 South Padre Island Dr., Suite #29; Corpus Christi, TX 78411; between 9 am and 11 am or 2 pm and 5 pm on Tuesday's thru Thursday's before the deadline. An application can be mailed to you but it must still be received no later than the deadline stated.

OTHER INFORMATION:

2 or 3 positions are available. **Deadline: 05-26-17 (Friday) at 5:00 pm.** A completed agency application form that includes this signed 2 page job description which must be received at the corporate office by the deadline stated at 5:00 pm. Any applications received after the deadline will NOT be considered. **Resumes alone will NOT be accepted or considered, unless they are stapled to a completed application form and the signed job description.**

Applicant's Signature to acknowledge receipt of this page 2 of 2 (job description): _____