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PUBLIC HEALTH AMERICORPS JOB DESCRIPTION

Our Mission

Called to offer health and healing to the afflicted, comfort to the bereaved, and compassion to the poor and marginalized, the Free Clinic of the First Presbyterian Church, Wausau, shall offer no-charge primary care services to low income, uninsured residents of the area utilizing highly qualified but unpaid volunteers. All services shall be designed and offered to uplift and maintain the dignity, health, respect, and self-determination of the recipient. We constantly strive to be an advocate and ally for those we serve.

REPORTS TO: Clinic Manager and Clinic Coordinator

SUMMARY AND PURPOSE:

As a collaborative member of the team, assists in coordinating clinic activities under the general direction of the Clinic Manager and Clinic Coordinator, working collaboratively with the Medical Director, Director of Nursing, Pharmacy Director, Reception Team Lead and other key clinic staff. Serves as a visible, accessible, and knowledgeable representative of the Wausau Free Clinic to patients, community agencies, and the public. Progressively assumes more knowledge and responsibility during their term to better understand the intricacies of public health, working in diverse communities, and wholistic treatment of impoverished populations.

Vision: To improve the health of our community through quality and compassionate care for all, especially persons who are poor, uninsured, and vulnerable.

Essential Duties (Primary):

- ___ Helps in maintaining and communicating weekly patient schedule to providers and volunteers; developing Huddle agendas.
- Identify and help meet staffing needs of the clinic, based on services offered, hours and days of operation and work with Clinic Coordinator in the recruitment and orientation of new volunteers.
- Seeks donations of goods and services from area health resources to augment needs and offset expenses.
- Aids the clinic coordinator and clinic manager in assuring all required policies and procedures are developed, periodically updated, and communicated to all who need to know
- Assures adequate marketing and visibility of Wausau Free Clinic services, including but not limited to use of social media (FB, Instagram, WhatsApp), the maintenance of our website, the development and printing of posters, flyers, pamphlets and other material, word of mouth, speaking engagements, direct outreach, participation on community coalitions, etc.
- Assures that the Wausau Free Clinic's accreditation through WAFCC/NAFC is maintained and advanced to higher levels (Silver, Gold) through progressive planning and achievement of the standards of excellence laid forth by these organizations.
- Assist the Pharmacy Director and MD in implementing and improving a clinic dispensary/pharmacy program.
- Establish MOUs with community agencies to meet broad range of patient needs, e.g., hospitals, specialists, pharmacies, medical school, MH/AoD services, food pantries, housing support, employment counseling, transportation; and evaluate activities.
- Performs data analysis of clinic activities to assess clinic needs and uses information for the further development and implementation of new programs aimed to increase the efficiency and capacity of the clinic.
- As needed, and with proper training and supervision, may provide direct care to patients including but not limited to: registration and intake, aftercare linkage and referral, case coordination, medical and nursing assistant duties, and medication management.

Collaborative/Shared Duties (with Clinic Manager, Clinic Coordinator, Medical Director, DoN, Pharmacy Director, additional AmeriCorps, etc.):

- Assures implementation and updating of Practice Fusion (EMR), Updox (patient scheduling and telehealth platform) and other clinical software necessary to document patient care, including staff training.
- Identifies, applies for, and manages grants through DHS, local foundations, and other sources to assure adequate resources are available to support clinic operations.
- Organizes clinic meetings and events, aids in scheduling and coordinating with volunteers.
- Serves as liaison to collaborating organizations and agencies, including but not limited to: Catholic Charities, Community Action Program, Health First, Aspirus, MCHS, MCW, faith community, H2N, McLit, Neighbor's Place, etc.
- Serves as WFC representative to WAFCC and NAFC.
- Aids in coordinating patient referrals, tracking program partnerships, and tracking patient outcomes.

Skills Required

Leadership: Support the execution of the Wausau Free Clinic vision as performed through staff and volunteers, seeking to remove barriers to success and to develop others to their full potential.

Communication Skills: Ability to communicate in both written and oral form in a manner that is clear, concise, and respectful, considering that the English language is not the primary language for many of our patients. Listen to ensure understanding.

Organization: Maintain an orderly workspace, files, and records such that any team member can function efficiently in the shared environment.

Accuracy: Take care to verify data and patient information when received from other sources and upon entry into any permanent record. Keep records current consistent with written guidelines and regulations.

Problem Solving: Take note of failures, errors and inefficiencies and work to determine the root cause such that the issue does not recur. Use fact-based analysis when recommending solutions.

Initiative: Proactively take action, even when such action is outside of your typical role. Strive for excellence in all that you do, so that the Clinic stands out as different than the 'World'.

Collaboration: Consider your impact on others more than yourself in your daily work, seeking input from the team when making changes and gathering input to improve results.

Flexibility: Willingness to take on new duties, work different hours and accept change as is necessary to deliver Clinic excellence.

Technology: Demonstrate proficiency in systems and software necessary to perform responsibilities.

Behavioral Expectations

Service to the Poor: We treat others with dignity and respect so each person feels valued. We engage people in decisions that affect them. We promote a spirit of generosity, especially for persons most in need.

Reverence: Respect and compassion for the dignity and diversity of all life.

Integrity: Inspiring trust through personal leadership and honoring commitments.

Justice: Be a voice for the voiceless, advocate for the most vulnerable and act responsibly on their behalf.

Wisdom: Integrating excellence and stewardship.

Creativity: Demonstrates courageous innovation.

Dedication: Continually aligning with the hope and joy of our ministry.

Love: Love and care for others as the Good Samaritan.

Quality: Working to continuously improve medical care to all.

Forgiveness: Keep a short list of accounts with others, giving grace and mercy for the sake of unity.

Growth: Embraces an environment of continuous learning, embracing change and mastering competencies of new skills.

Commitment: Personally committing to the Clinic and team in pursuit of the values and mission of the Clinic.

Unity: Act with humility and recognize we are all connected and in this together.

Business Development:

- Works closely with local health systems, and public health departments.
- Direct education in public health systems and management
- Experience coordinating and communicating holistic care within the nonprofit sector
- Utilizes and maintains referral system with other health care organizations and providers.
- Works with the Clinic Manager, Clinic Coordinator, DoN, Medical Director and other members of the Leadership team to develop new relationships in the community to further the success of the Wausau Free Clinic.

Education Required:

BS/BA in a health-related field preferred. Other health care experience/education would be considered.

Approval Signatures

Clinic Manager: _____ **Date:** _____

Employee: _____ **Date:** _____

NOTE: This job description is reflective of the primary essential functions and requirements needed to perform the job successfully. It is not intended to serve as a complete list of all duties, skills and responsibilities of the job and is subject to change at the discretion of Wausau Free Clinic. Signature indicates understanding and willingness to perform the above responsibilities as described.