



**Heart of Ohio Family Health Center  
RN Clinical Care Coordinator**

**Summary:** As an RN Clinical Care Coordinator, you will function as a nurse in developing, implementing, and evaluating care plans for patients in need of intensive care management with an emphasis on diabetes and other chronic disease. Coordinating with a care team of providers, nurses, dietitians, pharmacists, behavioral health clinicians, community health workers, and other healthcare professionals, the RN Clinical Care Coordinator will ensure high risk patients receive all of the care that they need. Also, the RN Clinical Care Coordinator will assist with developing plans of care for hospital transition to reduce readmission and improve continuity of care. In addition to Care Coordination responsibilities, the RN Clinical Care Coordinator will be responsible for competency assessment and training of nursing and medical assistant staff and play a significant role in quality improvement initiatives.

**Full time Position:** Yes

**Reports to:** Clinical Services Manager

**Supervises:** No direct supervision responsibilities; however, the expectation is that this role will take a leadership role in contributing nursing expertise to LPNs and MAs.

**Dress Requirement:** Business Casual

**Work Schedule:**

Monday through Friday during standard business hours  
Times are subject to change due to business necessity

**Exempt**

**Non-Exempt**

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**Job Duties,** these are considered essential to the successful performance of this position:

- Complete nursing assessments and create care plans for patients with complex chronic disease with an emphasis on diabetes.
- Assist organization in implementing substance use disorder programming and coordinating care for patients with substance use disorder.

- Work with the patient, family, and care team to create mutual goals to improve health status.
- Educate patients/family members and use behavior change strategies to improve patient health status.
- Within organizational protocols and nursing scope of practice, assist patients with receiving needed labs, screenings, referrals, other preventative needs, etc.
- Facilitate patient access to internal and external medical and specialty providers.
- Serve as a primary contact, advocate, and educational resource for patients and families.
- Provide home visits to patients in case management cohort.
- Participate in Quality Improvement meetings and initiatives.
- Assist in investigating clinical incidents.
- Other duties as assigned

**Job Qualifications** (Experience, Knowledge, Skills and Abilities)

**Education:** Bachelor's degree in nursing.

**Experience:** 0-2 years clinical care experience. Ambulatory or primary care nursing preferred. Hospital-based nursing acceptable. Ideal candidate has case management experience and experience working with patients with chronic diseases or complex health issues. Candidates must have valid driver's license, reliable transportation, and maintain CPR certification.

**Registration/Licensure:** Current RN License

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**Facility Environment:**

Heart of Ohio Family Health Centers operates in two locations, 882 S. Hamilton Rd, Columbus, Ohio 43213 and 2365 Innis Rd, Columbus, Ohio 43224. Both facilities are a medical office environment with front-desk reception area, separate patient examination rooms, pharmacy stock room, business offices, hallways and private toilet facilities. Both facilities are on the main ground floor and ADA compliant.

This position's primary work area is the clinical portion of the facility; ie, patient examination rooms, hallways, and other clinically assigned areas.

The clinical area is:

- kept at a normal working temperature
- sanitized daily
- maintains standard environment furniture with adjustable chairs
- maintains standard office equipment; ie, computer, copier, fax machine, etc. at a normal working height

**Equipment Operated:**

|                         |                         |  |
|-------------------------|-------------------------|--|
| Telephone & Fax         | Computer & Printer      | Blood Glucose Monitor                          |
| Blood Pressure Machines | Waived function testing | Pulse oximeter                                 |
| EKG                     | Centrifuge              | NST machine                                    |
| Oxygen                  | Audiometer              | Audio Visual                                   |
| HBA1C analyzer          | Ultrasound              | Other office and medical equipment as assigned |

**Physical Demands and Requirements:** these may be modified to accurately perform the essential functions of the position:

- Mobility = ability to easily move without assistance
- Bending = occasional bending from the waist and knees
- Reaching = occasional reaching no higher than normal arm stretch
- Lifting/Carry = ability to lift and carry a normal stack of documents and/or files
- Pushing/Pulling = ability to push or pull a normal office environment
- Dexterity = ability to handle and/or grasp, use a keyboard, calculator, and other office or medical equipment accurately and quickly
- Hearing = ability to accurately hear and react to the normal tone of a person’s voice
- Visual = ability to safely and accurately see and react to factors and objects in a normal setting
- Speaking = ability to pronounce words clearly to be understood by another individual

**Indicate Frequency of Factors that Contribute to this Position:**

| <i>Factor</i>  | <i>Frequency</i> , 0 = never, 1 = occasionally, 2 = normally, 3= often, add explanation where needed |
|--|--|
| Normal, steady work pace   | 3  |
| Randomly changing work pace  | 2  |
| Fast, sometimes chaotic work pace  | 2  |
| Independent decisions made without supervision                           | 3  |
| Exposure to trauma, grief, death, etc                                    | 2  |
| Exposure to disease or bacteria  | 1  |
| Handles closed containers or vials of patients’ bodily fluids or tissues | 1  |
| Required to wear safety clothing or equipment                            | 1  |
| Handles money (cash, checks or credit cards)                             | 0  |
| Interacts personally with public   | 3  |