



**Three Affiliated Tribes
Elbowoods Memorial Health Center**

1251 Elbowoods Loop
New Town, ND 58763-4400
(701) 627-4750 Fax: (701) 627-2809



Job Description

CLINIC COORDINATOR

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

REPORTS TO: Administrative Officer DEPARTMENT: EMHC Administration SALARY: \$28.00 – \$32.00 CLASSIFICATION: Exempt	FLSA STATUS: FT-Regular LOCATION: EMHC Field Clinic OPENING DATE: CLOSING DATE:
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POSITION SUMMARY:

The Clinic Coordinator will be under the direct supervision of the Administrative Officer. The Clinic Coordinator will be responsible for overseeing and monitoring all administrative activities at the Field Clinic and be a liaison to the EMHC Administration Department. This will include monitoring patient flow, daily operations, policy enforcements, and assisting in enhancing the patient experience and employee work environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Submit monthly reports to the AO;
2. Assist with daily tasks to improve workflow efficiency for clinical staff;
3. Ensure patient safety and a safe work environment and report deficiencies AO and/or Facilities Director;
4. Responsible for ensuring all office equipment is maintained and working accordingly and reporting any issues to the IT Department;
5. Responsible for ordering all necessary office supplies with the Property & Supply Department to ensure availability for staff;
6. Ensure all administrative policies are shared and understood by the clinic staff. i.e. personnel manual, HIPAA, etc.;
7. Conduct regular building walkthroughs to ensure AAAHC Compliance standards are being always met;
8. Be a point of contact for patients who want to submit a patient complaint and ensure that the information is shared with the Quality Care Director as soon as possible to have the concern addressed;
9. Be a timekeeper for all clinic employees in Workforce Go;
10. Act as a liaison between the Administrative Officer and/or HR Generalist and staff on HR related matters;
11. Work with the EMHC Safety Officer in addressing any safety measures or guidelines to be implemented or safety issues to be reported. i.e. dangerous weather conditions;
12. Assist department heads in new employee orientation and be a point of contact for that new employee;



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13. Communicate all important events and notices to patients to keep them updated on patient related information;
14. Communicate all important events and notices to staff to keep them updated on all work-related information;
15. Participate in the monthly department head meetings to stay abreast of EMHC activities;
16. In the absence of clinic staff, report any important information to the relevant department heads as required;
17. Ensure clinic hours of operations are always adhered to;
18. Be a point of contact for relevant department heads and their employees who are employed in the clinic as needed;
19. Represents EMHC in a highly professional matter;
20. Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPAA regulation;
21. Participates in EMHC staff meetings, assigned committees, community events, and other meetings as instructed or deemed necessary;
22. Actively strives to educate the community on the mission, vision and values of EMHC in a positive approach to assist in the growth of the organization and assist our community in its healthcare needs;
23. Adheres to and abides the policies and procedures of the MHA Nation and of the Elbowoods Memorial Health Center;
24. Adheres to the Mission, Vision and Values of the Elbowoods Memorial Health Center;
25. Attend training and maintain certifications as required; and
26. **Other duties as assigned.**

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned to any individual employee are at the discretion of the appointing authority.

SUPERVISORY REQUIREMENTS:

- Supervisory role does not exist.

COMPETENCIES:

- **Analytical** – The individual synthesizes complex or diverse information;
- **Problem solving** – The individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully;
- **Verbal/written communication** – The individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings;
- **Delegation** – The individual delegates work assignments, gives authority to work independently, sets expectations and monitors delegation activities;



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- **Management skills** – The individual includes staff in planning, decision-making, facilitating and process improvement; makes self-available to staff; provides regular performance feedback; and develops subordinates' skills and encourages growth;
- **Quality management** – The individual looks for ways to improve and promote quality of the department and demonstrates accuracy and thoroughness;
- **Judgment** – The individual displays willingness to make decisions, exhibits sound and accurate judgment and makes timely decisions;
- **Planning/Organizing** – The individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans;
- **Safety and Security** – The individual actively promotes and personally observes safety and security procedures and uses equipment and materials properly.

KNOWLEDGE AND ABILITIES:

Knowledge

- Knowledge of the MHA Nation and Elbowoods Memorial Health Center policy and procedures of personnel administration;
- Knowledge of sound techniques in all aspects of personnel management;
- Knowledge of the organizations and operations of administrative programs.

Abilities

- Ability to develop long-term plans and programs and to evaluate work accomplishments;
- Ability to apply and adapt practices and techniques to the special requirements of senior management;
- Ability to establish and maintain effective relationships with other management staff, employees, and the public;
- Ability to present facts and recommendations effectively in oral and written form;
- Ability to be punctual, reliable, dependable and able to maintain confidentiality.

MINIMUM QUALIFICATIONS AND EDUCATION:

- Associate's degree in administration or related field; **REQUIRED**
- Five (5) years of administrative, managerial and supervisory experience; **REQUIRED**
- Familiarity with MHA Nation culture, values, and traditions;
- Valid Driver's License and an acceptable motor vehicle record from the North Dakota Department of Motor Vehicle; **REQUIRED**
- Must submit to a Criminal Records Background Check;
- Must submit to an Alcohol/Drug Screen and random testing as per policy.

WORKING CONDITIONS:

- Unless otherwise properly approved, the normal schedule of hours is from 8:00 a.m. to 12:00 noon, and from 12:30 p.m. to 4:30 p.m.



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- The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job.
 - Work is performed in an office environment with varying conditions of noise level, temperature, and illumination.
 - Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment.
 - Work situations may be stressful and require irregular hours.
 - Potential exposure to blood and other hazardous material, communicable diseases, and other conditions common in a health care environment.
 - Work is performed inside with exposure to unpredictable crisis situations.
 - Shift work may be required.
 - Extensive walking is required since interaction between all disciplines within the health care operations and management is required.
 - Travel may be required to accomplish organizational goals.
- Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
 - The individual is regularly required to stand; walk; use hands to handle or feel; reach with hands and arms; and talk or hear;
 - The individual is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl;
 - The individual must regularly lift and/or move up to 50 pounds;
 - Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus;
 - Must be alert, oriented, ability to perform with accuracy and always be self-conscious of surroundings.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Preference will be given to bona fide American Indian applicants in accordance with TAT policies and Federal Indian regulations for such preference.

THE MANDAN, HIDATSA, ARIKARA TRIBES DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGIOUS PREFERENCE, AGE, HANDICAP, MARITAL STATUS, POLITICAL PREFERENCE, GENETICS, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, EXCEPT AS ALLOWED BY THE INDIAN PREFERENCE PROVISION OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED AND NORTH DAKOTA HUMAN RIGHTS ACT.



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PERSONS OF INDIAN ANCESTRY WHO WISH TO CLAIM INDIAN PREFERENCE SHOULD SUBMIT A COPY OF THEIR TRIBAL ENROLLMENT CERTIFICATE INDICATING THE AGENCY ENROLLED.

All interested individuals must submit the following information:

1. Job Application
2. Diplomas/Certificates and Transcripts
3. 2 Forms of Identification: Driver License and/or State Issued ID and 1 Other
4. Indian or Veteran Preference documents (If applicable)

Submit all necessary information to ABR_MNTEMHCrecruitment@ihs.gov & Recruitment@mhanation.com

Supervisor Signature: _____ Date: _____

Employee Signature: _____ Date: _____