



JOB ANNOUNCEMENT: Chief Patient Experience Coordinator (Registered Nurse)

General Responsibilities

Report to the Clinic Manager. The Chief Patient Experience Coordinator (CPEC) will work with a team of medical providers and support integrated client-centered care in a community-based clinical setting at the ERC Comprehensive Intervention Clinic. The incumbent will work with other ERC teams on intra-agency referrals and external partners to facilitate client access to core programs and services, and deliver clinical and non-clinical services and client care within the registered nurse scope of practice and required credentials, and in accordance with ERC standards, policies, practices, and procedures and applicable local, state, and federal regulations. The CPEC will provide HIV testing services, STI clinical services, health education and health promotion activities; conduct behavioral risk-reduction assessments, counseling, interviews, education, and interventions; administer immunizations and/or treatment services; distribute condoms, link and re-engage individuals to primary care services; refer clients to partner services as necessary; assist client with navigation to prevention and essential support services; and report notifiable diseases to the health department as required by Georgia state law. The incumbent will document and verify client information, preparing, assisting and accurately completing all medical records and medical histories; exam, evaluate, and treat clients per the ERC Nurse Protocols; performs injections and venipuncture; provide client education; perform patient care delivery; perform all ancillary testing and tasks as ordered by the Medical Director, Clinic Manager, and APRN as certified; dispense medications and appliances and apply bandages, dressings and splints as ordered by the treating provider and in accordance with state regulations; and ensure preparation for pick-up and shipment to appropriate laboratory. In addition, the incumbent will lead in maintaining a neat, clean and orderly appearance of the overall center throughout the day; maintain supply inventory and equipment, and stock clinic with required supplies; maintain and operate centrifuges, autoclave machines, and other clinical equipment, including calibration and record keeping in accordance with policy and procedures, and regulatory requirements; and document, report, verify, and update electronic and paper medical records. Other duties as assigned.

Duties

- Record patients' medical history, vital statistics, or information such as test results in medical records.
- Prepare treatment rooms for patient examinations, keeping the rooms neat and clean.
- Interview patients to obtain medical information and measure their vital signs, weight, and height.
- Show patients to examination rooms and prepare them for the physician.
- Prepare and administer medications as directed by a physician.
- Collect blood, tissue, or other laboratory specimens, log the specimens, and prepare them for testing.
- Authorize drug refills and provide prescription information to pharmacies.
- Explain treatment procedures, medications, diets, or physicians' instructions to patients.
- Clean and sterilize instruments and dispose of contaminated supplies.
- Perform routine laboratory tests and sample analyses.
- Perform other duties as assigned.

Employment Standard & Conditions

Educational Background & Experience: Bachelor's Degree Nursing. The ability to read, speak, and interpret Spanish is strongly desired. A minimum of five years of experience with reproductive health

services and human sexuality programs. At least two years of experience in HIV and STI risk reduction counseling, and two years of experience with the ERC target population. Must be trained in phlebotomy with a minimum of 250 documented sticks and two years administering STD testing and collecting blood, endocervical, rectal, and urine specimens. Bilingual/fluent in Spanish preferred.

Knowledge, Skills & Abilities

- Must have excellent customer service, interpersonal and oral/written communication skills and professional demeanor.
- Must conduct business in a service-oriented manner that is attentive, cooperative, sensitive, respectful and kind when dealing with clients, visitors, the public and all colleagues.
- Must be a team player and pay attention to details and have the ability to multi-task.
- Must be computer literate and possess strong problem solving skills.
- Extensive knowledge of clinical procedures, medical anatomy and physiology.
- Basic procedural skills such as blood draws, STI testing and screening.
- Exhibits cultural competency and demonstrates a strong ability to work well with a diverse group of individuals;
- Projects professionalism in various forms of communications and internal and external interactions;
- Demonstrates strong interpersonal skills and the ability to work independently;
- Mastery of time-management and work accuracy despite multi-faceted task, fragmented assignments, and frequent interruptions; and
- Values high-quality and error-free work products.

Computer Skills:

- Microsoft Office: Intermediate to advanced knowledge of Word, Excel, PowerPoint, Publisher, Adobe.
- Web research expertise.
- Electronic mail software - Email software; Microsoft Exchange
- Medical software - Electronic medical record EMR software; Patient management software

Hiring Salary Range: Negotiable. Salary commensurate with experience and qualifications.

Status: Full-Time.

Job Location: The position is based in Atlanta and requires work at the ERC office(s).

Travel: Travel is not required for this position.

How to Apply: Please submit a resume and salary requirements to: HR@ERC-Inc.org. Please place "Registered Nurse Applicant" in the subject line of the email when applying. *Point of Contact:* Phyllis Finley, HR Consultant.

NO PHONE CALLS PLEASE. Due to the large number of applicants, only successful candidates' will be contacted.

Empowerment Resource Center values a diverse, respectful, and collaborative work environment. We establish and maintain trustful relationships with all staff, contractors, funders, partners and communities. We believe that hard work, a focus on quality, and a passion for the public's health are required to improve the well-being of individuals, families and communities. ERC looks to all staff and contractors to contribute to the effective implementation of programmatic activities.