

## COAST COMMUNITY HEALTH CENTER

**Position Title:** Administrative & Credentialing Coordinator

**Status:** FLSA – 1.0 FTE Salary, Overtime Exempt

**Supervisor:** Executive Director

**Position Summary:** Collaborates closely and provides support to the Executive Director in managing high level and strategic projects. Supports the Finance Director with certain procurement and general accounting duties throughout the month. Participates in the Leadership Team in support of administrative and programs within the organization, and works closely with certain members of the Board of Directors with projects, reporting, and dissemination of financial and programmatic reports and administrative tasks as assigned.

### **Executive Director Collaboration and Support:**

1. Collaborate closely with the Executive Director in developing health center programs, including establishing relationships, contract preparation, and implementation of programs with vendors externally and employees, specifically dental, vision, hearing, pharmacy, and transportation to ensure both the vendors and employees understand the program processes and procedures, and the programs are successfully implemented in accordance to federal program requirements;
2. Back up the Executive Director in compliance reporting with the Federal and State funders and ensure timely reporting and responsive communication with Federal Program Officer, State and Private Foundation Grant Officers and Donors.
3. Collaborate closely with the Executive Director, and as a member of the Outreach Team represent the Health Center with community stakeholders, business partners, business community, medical partners, and the communities served.
4. Arrange/attend meetings when requested (e.g., Committee, Clinical Quality Improvement [CQI]; collaborate with Leadership Team Members to prepare meeting agendas; record/distribute minutes and ensure timely follow-up of action items;
5. Assist in developing and maintaining new organizational policies, procedures, and training programs;
6. Handle confidential matters in accordance with the organization's policies & procedures, HIPPA.

### **Credentialing/Privileging:**

1. Ensure initial credentialing & privileging and renewal of provider medical/DEA licenses files, and renewal of nursing, behavioral health licenses are current and up-to-date; maintain and update roster of health center and clinical providers credentialed are current and in compliance;
2. Ensure the timely completion of provider development reviews and completion of peer review process and supervision schedules based on provider licensure requirements and organizational procedure are current and in compliance;
3. Maintain Continuing Education (CE) and Continuing Medical Education (CME) for professional and provider staff and tracking of annual CE and CME use; update continuing education schedule for clinical staff consistent and communicate with clinical staff on stipend balances.

### **Finance Director Support:**

1. Serve as the point person to coordinate the travel arrangements for groups of employees traveling for trainings or conferences; conference registrations, flight, hotel reservations, expense sheet submittals, expense advances to ensure cost efficient controls of travel and expenditures;
2. Collaborate with the Finance Director, provide high-level administrative support, preparation, and dissemination of financial and statistical reports, program reports.

### **Human Resources/ General Administrative:**

1. Process new employee paperwork, set up orientation, completion of forms, orientation, and oversight of the employee/safety meeting agendas and post meeting action items
2. Serve as a point person to coordinate and prepare certain routine correspondence, planning/scheduling meetings, conferences, teleconferences, and travel with an extreme level of detail, accuracy, confidentiality, diplomacy;
3. Maintain the organization's electronic policy and procedures and forms data base.

### **Board Support:**

1. Support board and board committee work by preparing and disseminating various documents, scheduling and recording minutes of meetings electronically and printed copies are filed timely and accurately;
2. Assure that individual board credentialing files are maintained.
3. Maintain the organization electronic schedule for board and management deadlines related to federal funding.

**Education:** Associates degree from an accredited post-secondary academic institution required with a focus in business, management, communication, social services, or public health required. **Bachelor's degree preferred.**

**Experience:** Two or more years' experience in administrative support and project management required. Previous employment in health care, social services or non-profit setting preferred.

**Skills & Abilities:**

- Ability to work effectively under pressure as a part of a team; interact/communicate with clarity, tact, and courtesy;
- Ability to liaise between professionals with a proven track record of customer service that renders positive results;
- Ability to work at a rapid pace; exercising initiative, judgment, prioritization, multitasking, problem solving, decision-making with quality results;
- Ability to develop, implement, and interpret policies and procedures and effectively communicate sensitive information verbally and in writing to a diverse population;
- Ability to work a flexible schedule when needed, including occasional weekends or evenings;
- Commitment to advancing personal knowledge through continuing education/professional development;
- Demonstrated computer skills; Microsoft Office Suite, database management, query reporting;
- Ability to work independently and with minimal supervision;

**Employer will perform background check and pre-employment drug screen**

**Physical Demands:**

While performing the duties of this job, the employee is frequently required to sit and talk, listen, handle objects, tools, controls, and equipment, Employee must reach and bend, stand and walk, kneel and bend extended periods of time. The employee must occasionally physically assist persons, lift and/or move more than 25 pounds.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as need evolve.