



New Hope Health Center Back Office Staff

Position Title: Back Office Staff

Supervisor: Medical Director

The Back Office Staff will be familiar with and act in accordance with the Vision Statement of New Hope Health Center. In addition, he/she must abide by the Code of Ethics of NHHC.

Vision Statement

To proclaim Jesus Christ, through word and deed, to the cities of Tukwila and SeaTac, Washington through a faith-based health center for the medically uninsured.

To proclaim Jesus Christ to:

The medically uninsured by giving them quality, compassionate health care and asking the Holy Spirit for opportunities to share the Good News of Jesus Christ with them.

The Christian community by providing God's people opportunities to proclaim Jesus Christ through word and deed, and by training God's people to sacrificially serve the underserved in the humility of Jesus, showing Christ to them through their words and deeds.

The people of Tukwila/SeaTac through the unity of the Body of Christ coming together to sacrificially serve the medically uninsured.

Summary of the Position

Under the direction of the Medical Director, the Back Office Staff will prepare clients for their visit and assist the clinician.

Essential Duties and Responsibilities

1. Arrive 30 minutes prior to scheduled shift in order to prepare exam rooms.
2. Escorts client into exam room.
3. Take and record client's vital signs. Review and list client's medications and allergies. See: '*Back Office Procedures*'.
4. For all clients with diabetes, see: '*Diabetes Procedures*'.
5. Prepare chart and record chief complaint
6. For clinician requested X-rays and/or lab procedures, see: '*X-ray and Lab Procedures*'.
7. When the clinician has finished the client visit, prepare client's file for the Discharge Nurse.

Knowledge, Skills, and Abilities Necessary

- RN, LPN, EMT, MA, Paramedic, or supervised student of nursing.
- Demonstrates competence in taking and recording vital signs.
- Demonstrates a servant's heart and a willingness to serve our patients.
- Demonstrates effective communication and interpersonal skills.
- Understands how to ask for help when situations or problems are present that are beyond their ability or knowledge.
- Understands and supports the mission of New Hope Health Center.
- Exhibits a willingness to learn new skills and work in a team.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required. In order to continue to manage an effective ministry, leadership may need to add to or change the duties of this position at any time.