

## **Administrative Assistant**

### **Join Wilmington Community Clinic!**

WCC, a Federally Qualified Health Center (FQHC), provides quality, non-discriminatory health services to improve the health and well-being of all served, regardless of their ability to pay. We have served patients in and around Wilmington and Los Angeles for over 40 years. We are proud of the services we provide and put patient care front and center. We provide medical, mental health and dental services.

### **Position Summary**

Responsible for the overall maintenance of clinical support efforts. This position has supervisory responsibility for the back-office leads, medical assistants, and other potential staff identified. This individual promotes and restores patients' health by developing day-to-day management and long-term planning of the patient care area; strong focus on supporting improved health outcomes by participating in all quality improvement efforts; directing and developing staff; collaborating with physicians and multidisciplinary professional staffs; providing patient care when applicable.

### **Benefits**

WCC offers a competitive salary and benefits including medical, dental, vision, life insurance, retirement, paid time off, paid holidays and free employee parking. The environment is team oriented with a clear focus on the mission of the organization.

### **Education & Experience:**

- Licensed Vocational Nurse or RN required.
- 5 years clinical experience required.
- 2 years of experience in a supervisory capacity required.
- 1 year experience in a non-profit clinic/community service setting preferred.
- Bilingual in English and Spanish preferred.

### **Essential Position Responsibilities:**

- Identifies patient service requirements by establishing personal rapport with potential and actual patients and other persons in a position to understand service requirements.
- Maintains nursing guidelines by writing and updating policies and procedures.
- Maintains nursing operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.
- Assures quality of care by developing and interpreting standards of care; enforcing adherence to state board of nursing and state nurse practice act requirements and to other governing agency regulations; measuring health outcomes against standards; making or recommending adjustments.
- Maintains back-office coverage by recruiting and selecting staff.
- Completes patient care requirements by scheduling and assigning staff.
- Maintains back-office staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
- Establishes a compassionate environment by providing emotional, psychological, and spiritual support to patients, friends, and families.
- Promotes patient's independence by establishing patient care goals; teaching and counseling patients, friends, and family and reinforcing their understanding of disease, medications, and self-care skills.
- Provides information to patients and health care team by answering questions and

requests.

- Resolves patient needs by utilizing multidisciplinary team strategies.
- Maintains safe and clean working environment by designing and implementing procedures, rules, and regulations.
- Protects patients and employees by developing and interpreting infection-control policies and protocols; enforcing medication administration, storage procedures, and controlled substance regulations.
- Maintains patient confidence and protects operations by monitoring confidential information processing.
- Maintains documentation of patient care services by auditing patient and department records.
- Achieves financial objectives by participating in Operation discussions; expenditures; analyzing variances; initiating corrective actions.
- Ensures operation of medical and administrative equipment by verifying emergency equipment availability; completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
- Ensures back-office supplies/inventory are maintained by studying usage reports; identifying trends; anticipating needed supplies; work with medical assists and facilities technician.

### **Skills**

- Ability to remain organized while managing multiple details.
- Bilingual in English/Spanish, preferred.
- Ability to communicate effectively both verbally and written.
- Ability to relate to people from different socio-economic backgrounds
- Knowledge of HIPAA privacy and confidentiality practices.
- Professional demeanor and appearance a must.
- Excellent customer service skills required.

### **What's Next?**

Thank you for your interest! Please submit your resume to [hr@wilmingtoncc.org](mailto:hr@wilmingtoncc.org) for consideration. Please list in the subject which position you are interested in.