



**Job Title:** Clinical Care Coordinator

**Reports To:** Medical Director

**Location:** Remote, located in Mississippi with a preference to the Jackson-Metro area

**Travel Requirements:** 25% annually

**Job Status:** Full Time, Salary, Exempt

**Compensation:** \$76,044 annually

**Effective Date:** 9/16/24

### **About Converge**

Converge seeks to expand access to quality, person-centered family planning throughout Mississippi and the Deep South. As a Title X grantee, we support the provision of quality family planning care by providing funding, oversight, and technical assistance to a network of Title X clinics across the region. We also deliver training and technical assistance to providers and conduct policy, advocacy, and research activities that promote increased access to quality care. For more information, please visit <http://www.convergeaccess.org>

*Converge is an equal opportunity employer. Converge prohibits discrimination against employees, applicants, and other covered individuals with regard to hiring, assignment, training, promotion, discipline, compensation, and other terms and conditions of employment because of race, color, creed, ethnicity, religion, national origin or ancestry, political affiliation, age, sexual orientation, marital status, sex (including pregnancy), gender (including gender identity), disability, genetic information, veteran status or service in the uniformed forces, or any other characteristic protected under applicable federal, state, or local law.*

### **Job Summary**

As Converge aims to expand GetPersonal and continue to streamline access to quality, person-centered family planning throughout Mississippi and the South, the ideal candidate will be an experienced Medical Assistant (MA) or Licensed Practical Nurse (LPN) with a background in clinical care and operations. The ideal candidate will have proven experience in patient experience with the ability to support clinicians while effectively overseeing center operations, including insurance enrollment, billing and coding. Strong interpersonal, written, and verbal communication skills are essential, along with a problem-solving mindset, the ability to work across teams, and a commitment to continuous learning and innovation in a dynamic healthcare environment.

### **Responsibilities**

Essential functions of the Clinical Care Coordinator include, but are not limited to, the following:



- Establish and sustain strong working relationships with healthcare providers and patients, acting as a liaison to ensure clear communication and satisfaction with GetPersonal services. Plan, coordinate, and manage the daily operations of GetPersonal, our telehealth program, ensuring smooth and efficient service delivery.
- Monitor and manage supply levels across various platforms, ensuring that follow-up communication and contact are consistently maintained.
- Provide clerical support to clinical staff by handling patient intake and check-out processes, and auditing charts for accuracy and completeness.
- Support the GetPersonal office operations, including obtaining clinician schedule preferences, building out templates in our electronic health records (EHR) system, and completing quarterly clinician schedules.
- Facilitate effective communication through interpersonal channels and deliver monthly overviews of GetPersonal's activities and performance.
- Collaborate closely with the clinical team to ensure alignment of efforts and strategies with the organization's strategic goals.
- Oversee the distribution process of reproductive health kits, ensuring timely and accurate fulfillment.
- Manage the overall patient experience, ensuring that patients feel supported, informed and satisfied throughout their interaction with GetPersonal
- Lead patient outreach efforts to ensure patients are well-supported throughout the appointment booking process and facilitate ongoing communication through consistent follow-up outreach.
- Provide regular updates and reports on performance metrics, and outcomes to the Medical Director.
- Assist the Programs Team in the planning and preparation of organizational events, guaranteeing successful execution and alignment with Converge's goals.

### **Competencies**

- Experienced Medical Assistant (MA) or Licensed Practical Nurse (LPN) or similar role with online healthcare or Health Educator experience preferred but not required
- Clinical management experience is preferred, demonstrating the ability to support clinicians and perform center operations effectively including but not limited to insurance enrollment, billing and coding
- Exceptional organizational skills, including efficient procurement of supplies, equipment, ordering supplies, billing, and negotiating with suppliers/vendors to optimize clinic resources.
- Competency with computer-based healthcare administration systems, preferred Athena



Health EMR experience

- Exceptional interpersonal skills for liaising with patients, healthcare providers, specialists, and the public.
- Excellent written and verbal communication skills, with the ability to convey complex information clearly and effectively.
- Ability to problem solve and troubleshoot independently and flexibility, particularly regarding open-ended tasks
- Ability to work across teams and programs within Converge
- Curiosity, humility, and open to new ideas
- Excellent attention to detail
- Ability to work independently and manage multiple projects and deadlines
- Credibility and integrity

### **Qualifications**

Certified Medical Assistant, Licensed Practical Nurse, or a related field with at least 2 years of clinic experience.

- Experience in a nonprofit or social impact organization
- Online work experience preferred

### **Benefits**

Converge utilizes flexible working schedules, including hybrid and remote options. We offer excellent benefits such as:

- Health insurance coverage through Blue Cross Blue Shield of Mississippi, dental insurance through Delta Dental, vision insurance through Eye Med, basic life insurance, and short-term disability insurance.
- Insurance premiums for employees and dependents are covered 100% by Converge.
- Ascensus SIMPLE IRA plan with up to a 3% match from Converge.
- Paid vacation (19 days) and sick (10 days) leave per Employee Manual, with additional days based on length of time at Converge.
- Paid Parental Leave.

### **How to Apply**

To apply, please send a resume and cover letter to [jobs@convergeaccess.org](mailto:jobs@convergeaccess.org) and use the job title as your subject line.