

JOB DESCRIPTION

Job Title: Ryan White Program Coordinator	Approved By (HR): Teresa Mooney
Department Name: Administration	Date Approved (HR): 7/1/2017
Reports to (Title): Chief Operations Officer (COO)	
Date Prepared: June 21 st , 2017	Prepared By: Ivy Spadone, COO

JOB SUMMARY: The Ryan White Program Coordinator will play an essential role in coordinating all aspects of Ryan White programming at HOPES. This person is dedicated to supporting the health and well-being of people living with HIV who access care at HOPES by implementing, managing and coordinating all day to day functioning of the Ryan White Program. HOPES has an integrated team model approach to patient care. Part of the responsibility of the Ryan White Coordinator will include participation in organization wide Patient Centered Medical Home activities to enhance patient care. As quality is every employee's responsibility, the Ryan White Coordinator is required to uphold all standards and policies, and participate in quality improvement processes and meetings.

REPORTING STRUCTURE:

Supervision Received: Reports to Chief Operations Office

Supervision Exercised: None

CONTACTS:

Internal: Clients and all other departmental staff

External: Collaborating agencies and FQHCs

EDUCATION/SKILLS/ABILITIES:

1. Bachelor's Degree in Health Care Management preferred. Clinical experience preferred.
2. At least 3 years' experience working within a Ryan White funded program
3. Knowledgeable in Patient Centered Medical Home standards and certifications
4. Knowledgeable in data reporting and performance improvement
5. Excellent organizational skills are required
6. Ability to understand and present verbal instructions and to exchange verbal information is essential
7. Ability to read and understand written material and compose understandable, written material is essential
8. Ability to memorize is essential
9. Ability to reason mathematically, and to possess analytical and problem solving skills is essential

PRINCIPLE DUTIES AND RESPONSIBILITIES:

1. Maintain a good knowledge and understanding of Northern Nevada HOPES' mission, vision, and philosophy and support these tenets at all times while conducting agency business
2. Contribute to a healthy work environment by demonstrating the following: active participation in meetings and team building activities; direct and timely communication about needs and problems at all times and an open and receptive attitude towards proactive problem solving and constructive feedback approaches
3. Maximize learning opportunities by remaining receptive to constructive feedback and utilizing support available from your coworkers and supervisors.
4. Assist with onboarding of new staff for the Ryan White Program
5. Set goals, implement or modify workflow to achieve goals for the Ryan White Program

6. Utilize data obtained from the data department to guide Ryan White clinical services. Obtain reports from data department, interpret data and use data to monitor and optimize work flow
7. Work closely with data and IT to ensure all clinical services produce usable, meaningful data reports
8. Ensure smooth day to day functioning and coordination of the Ryan White Program, including referrals, program development and reporting and administrative tasks as needed.
9. Lead program staff in goal setting and implementation based on the project work plan and other identified program objectives. Monitor and evaluate the successful completion of those goals and use outcomes to move the team forward.
10. Work closely with IT/Data Dept to develop and maintain required records, reports and statistical data
11. Draft and develop policies and procedures for the implementation or program services, by establishing timelines, identifying goals and developing service plans
12. Identify needs for continuing education, collaborate with agencies to plan and conduct HIV education to all staff at HOPES.
13. Participate in Patient Centered Medical Home activities
14. Act as a liaison between state and federal agencies and HOPES for Ryan White Programs
15. Assist in the training of volunteers and interns who provide services to clients as needed
16. Assist in coordinating training for students desiring HIV experience
17. Maintain the highest level of confidentiality
18. Participate in all CQI activities and meetings, paying special attention to HIV related quality measures.
19. Other duties as assigned

PHYSICAL REQUIREMENTS/ABILITIES:

1. Essential to have the ability to spend long periods of time sitting.
2. Essential to have the ability to lift, carry, push and pull 11-25 pounds, on a daily basis.
3. Essential to have the ability to use routine office equipment such as computer and telephone.
4. Essential to have the ability to stoop, kneel, bend, crouch, reach on a weekly basis.
5. Essential to have the ability to hear routine conversation and signals.
6. Essential to have the ability to perform duties in bright light and have good near and far vision.

ENVIRONMENTAL CONDITIONS:

1. The majority of employee's duties are inside and subject to exposure of routine office hazards.
2. This job has an O.S.H.A. classification of Category 3. Persons who perform these duties are not called upon as part of their employment to perform or assist in emergency medical care, first aid, or to be potentially exposed to blood borne pathogens in some other way.
3. Job offer contingent on being free of active tuberculosis. This job requires yearly tuberculosis testing.
4. The incumbent of this position will be provided the opportunity for yearly influenza vaccinations, and, if the employee's date of birth is after 1956, the MMR 2 vaccine.

EMPLOYEE ACKNOWLEDGEMENT:

Employee Name	Employee Signature	Date

Supervisor Name	Supervisor Signature	Date