

JOB DESCRIPTION

This job description is a summary of the typical job duties and requirements that are essential to the evaluation of the job and is not intended to be complete in detail. On occasion, individuals classified on this job may be required to perform functions of a higher or lower skill level not included in this job description.

Job Title: Unit Coordinator		Date: February 5, 2010	
Cost Center #:	Cost Center Name: Private Clinics	Reports to (first level): Clinical Department Administrator	2nd level of Supervision: Director of Private Clinics

1. JOB SUMMARY & SCOPE:

Supervise the overall performance of the assigned clinic. Schedule, lead, and coordinate the day - to- day activities of the Private Clinics, ensuring adherence to standards of care and practice. Coordinate services with other patient care unit(s). Provide professional leadership and enforce Joint Commission International (JCI) requirements.

Supports the mission and vision of the American University of Beirut Medical Center (AUBMC) and that of the Private Clinics.

2. JOB COMPETENCY PROFILE:

- **Planning and organizing:** Prioritize and coordinate plans for others' work
 - Coordinate the daily patient care operations of the Private Clinics
 - Delegate appropriate tasks to appropriate personnel, consistent with legal and professional guidelines and departmental standards
 - Coordinate clinic coverage with concerned staff in case of absenteeism
 - Manage vacation scheduling
 - Perform related duties as required
- **Human Resource Management:** Ability to supervise staff
 - Participate in the supervision of employees
 - Enforce attendance policies
 - Explain personnel policies to employees and ensure adherence to policies
 - Participate in Human Resources activities of the department in regards to: training, professional development, mentoring, counseling, performance evaluations, as well as submitting complete investigative reports and recommending corrective actions when needed
- **Business Acumen:** Understand business fundamentals
 - Identify appropriate internal controls for department; provide mechanisms to monitor and enforce compliance
- **Resources Management:** Manage work processes for efficient use of resources
 - Ensure proper care in the use and maintenance of equipment and supplies
 - Plan, prepare, implement, evaluate and monitor resources(human and material) use for area of responsibility
 - Analyze workloads and skill requirements to meet patient care needs
 - Accountable for the use of patients' and hospital's resources as in monitoring overall use on a monthly basis and ensuring best practices are incorporated
- **Problem Solving:** Use creative thinking in solving problems involving varied levels of complexity, ambiguity and risk
 - Troubleshoot and appropriately attend to problematic issues

- **Team Skills: Team Building & Leadership**
 - Capitalize on diverse skills and ideas with respect & understanding of different interests to achieve positive outcome
 - Direct group to achieve results by getting the most out of each group member and creating team confidence and enthusiasm by recognizing and rewarding exceptional performance
 - Encourage and assist staff to deal appropriately with conflict
- **Information and Records Administration:** Manage and analyze information
 - Collect, organize, and report information in a comprehensible form
 - Develop and use systems to organize and keep track of information
 - Ensure that correct coding is used to designate the diagnoses and procedures performed
- **Quality Management:** Monitor quality indicators and recommend improvements
 - Participate and perform quality improvement activities related to unit of practice
- **Developing Others:** Promote ongoing learning and development
 - Assess staff competencies as well as conduct on-going assessment of staff educational needs and establish in-service/development programs to meet these needs
 - Serve as a resource and role model for employee on the unit
 - Actively facilitate and maintain an environment conducive to learning and professional development for self and staff
- **Stress Management:** Promote stress management strategies
 - Recognize personal limits for workload and negotiate adjustments to minimize the effects of stress, while still ensuring appropriate levels of productivity
- **Client Focus:** Anticipate and adapt to client needs/Address underlying client needs
 - Seek service excellence in all related job aspects
- **Accountability:** Account for unit outcomes
 - Work according to established standards of care and practice.
 - Adhere to all regulatory policies and procedures of AUBMC
 - Hold self and others accountable for appointed responsibilities; employ performance management strategies to promote and ensure staff accountability
- **Organizational Awareness:** Understands formal structure of AUBMC and applies internal policies and procedures
- **Initiative:** Act in a creative and innovative manner
- **Communication:** Communicate effectively up, down, and laterally
 - Coordinate services with other patient care units as required; maintain communication with allied services and maintain liaison as appropriate
- **Safety and Health Management:** Demonstrate up-to-date knowledge of best practices and ensure applicability and implementation
 - Promote continuous improvement of workplace safety and environmental practices
 - Assume responsibility for meeting required JCI mandatory education, e.g., fire, safety, infection control and others
 - Follow and document all safety practices
- **Professionalism:** Maintain professional behavior in the unit
- **Computer Skills:** Word processing and spreadsheet
 - Familiarity and use of various Microsoft applications including Windows, Word, Excel, PowerPoint
- **English Comprehension:** Present written and verbal messages in an advanced English level

3. KNOWLEDGE:

- Basic knowledge of daily clinic operations and organization ranging from patient scheduling and reception to delivery of health care services and processing of paperwork
- Knowledge of care in Outpatient Department
- Knowledge of medical terminology
- Knowledge of administrative functions in a health care environment

<p>4. PRINCIPAL WORKING RELATIONSHIPS:</p> <ul style="list-style-type: none"> - Regular contacts with patients, families, work associates, hospital and medical staff <p>5. CONSEQUENCES OF ACTIONS OR DECISIONS:</p> <ul style="list-style-type: none"> - Performance of duties in a sound way ensures smooth clinic operations <p>6. SUPERVISORY RESPONSIBILITY:</p> <ul style="list-style-type: none"> - Functional supervision is exercised over Staff Nurses, Practical Nurses, Clinic assistants, Auxiliary staff and other support staff <p>7. PHYSICAL EFFORT:</p> <ul style="list-style-type: none"> - Require considerable standing, walking, sitting, and squatting. - Handling equipment supplies (medical) and machines. - Reaching for lifting, pushing, pulling and carrying light to medium weight materials. - Lifting and moving patients of various weights <p>8. WORKING CONDITIONS:</p> <ul style="list-style-type: none"> - Require ability to work under pressure <p>9. MINIMUM JOB REQUIREMENTS:</p> <p>Education: <i>Minimum Education:</i> Bachelor's degree preferably in Nursing. <i>Preferred Education:</i> Master's degree <i>Field of Expertise:</i> Nursing Care/Office Management.</p> <p>Experience: <i>Minimum Experience:</i> 5 years of experience in a Private Clinics setting</p> <p>Languages: <i>Minimum Languages:</i> Arabic and English (IET ≥ 500 is preferred) <i>Preferred Languages:</i> French is an asset.</p>
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<p>Compiled By: Nursing Administration & HR Generalist</p> <p>Date: February 5, 2010</p>	<p>Approved by (Dep Hd, Chairman):</p> <p>Date:</p>
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<p>HR Director's Authorization:</p> <p>Date:</p>

<p>Supersedes Description:</p> <p>Title:</p> <p>Grade:</p> <p>Date:</p>	<p>Job Code:</p> <p>Job Grade:</p> <p>Date:</p>
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