

Feminist Women's Health Center

Job Description

Title: Admissions Lead

Reports To: Admissions Supervisor & Clinic Director

Overview

The Admissions Lead oversees the daily operations of the admissions team to ensure a safe, quality driven environment, consistent with the Feminist Women's Health Center mission. She/he works in collaboration with the Admissions Supervisor and Clinic Director to maintain and promote quality assurance measures such as client recruitment, education, advocacy, and confidentiality. She/he participates in administrative activities and models leadership behaviors that increase employee retention and development.

Requirements

The Admissions Lead must have an unwavering commitment to reproductive and gender freedom. She/he should be able to translate the Feminist Women's Health Center's mission into quality client care and supervisory functions. She/he must adhere to and promote the center's policies and procedures. She/he should have strong verbal and written communication skills and the ability to effectively give and receive constructive criticism in a professional manner. She/he should be capable of multi tasking and maintaining a positive disposition under pressure. She/he must show attention to detail and dependability, and a strong desire to motivate staff.

Evaluation

Rating Scale: 5 - consistently excels 4 – often exceeds expectations 3 – consistently meets expectations
2 – occasionally falls below expectations 1 – consistently below expectations

Objective I. Oversees the daily operations of the admissions team to ensure a safe, quality driven environment, consistent with the Feminist Women's Health Center mission

Job Function	1-5
1. Is proficient in all admissions roles and responsibilities.	
2. Works in admissions, stepping in when an area becomes busy or overwhelmed, answering the phone que when appropriate.	
3. Reviews NextGen entries to ensure accurate data collection and appropriate scheduling.	
4. Monitors staff/client interactions and provides feedback consistent with the FWHC mission.	
5. Encourages alternative tasks when phones are slow.	
6. Delegates cleaning responsibilities and oversees a daily swooping schedule.	
7. Monitors the volume and conversation topics in the admissions area ensuring a suitable environment for staff and the clients in the waiting area.	
8. Supervises the pulling of RTC charts for the next day and the completion of “staff sign” charts from chart review.	

Objective II. Maintains and promotes quality assurance measures such as client recruitment, education, advocacy, and confidentiality.

Job Function	1-5
1. Regularly evaluates the medical records area to make sure that FWHC systems and HIPPA guidelines are being adhered to, makes sure the appropriate steps are taken for record releases.	
2. Is a strong client advocate for diverse groups of individuals.	
3. Initiates practices and gives feedback aimed at increasing the number of callers who make appointments.	
4. Provides adequate training, consistent with the FWHC mission to new team members.	
5. Monitors flow and contributes ideas related to decreasing the amount of time clients spend in the center.	

Objective III. Participates in administrative activities and models leadership behaviors that increase employee retention and development.

Job Function	1-5
1. Models professionalism and exemplary customer service.	
2. Adheres to FWHC policies regarding computer use.	
3. Utilizes work time efficiently and appropriately delegates tasks.	
4. Is an effective Clinic Facilitator, understands how to make the center flow smoothly, able to get answers to policy and medical questions, and provide support to clients and staff with professionalism and integrity.	
5. Verbalizes grievances to the appropriate members of management.	
6. Works effectively with the members of all FWHC departments.	

Admissions Lead, Additional Comments or Goals:

Clinic Director, Additional Observations or Objectives:

Original Receipt of Job Description:

Hire Date: _____

Signatures: _____
Admissions Lead
Clinic Director

Time of Evaluation:

Date: _____

Signatures: _____
Admissions Lead
Clinic Director