

GRACE CLINICS OF OHIO – CLINIC COORDINATOR- LINDEN:

JOB DESCRIPTION

Grace Clinics of Ohio, Inc. is a 501(c)(3) free medical ministry that serves uninsured and underinsured members of our community with free medical appointments, prescription assistance, and specialist appointments.

The mission of Grace Clinic is to love God and love people while using medicine as a vehicle to share the gift God gave us in Jesus. The medical staff will provide basic, sound, quality medical care to those who would otherwise not have access to it in a loving, compassionate, non-threatening way. The patient's illness will be addressed by considering their physical, spiritual, emotional, mental, and social needs.

Grace Clinics of Ohio has four locations in Ohio: Delaware, Linden, Marion, and Wellston. Each clinic is unique in the population they serve, and specialty services provided at each clinic.

Reports To: Executive Director

Location: Grace Clinic of Ohio – Linden Clinic

Position Type: Part-Time, Paid (10-15 hours per week)

Position Summary

The Linden Clinic Coordinator provides on-site leadership and operational oversight for clinic days. This position ensures efficient patient flow, volunteer coordination, and a welcoming environment in alignment with the mission and policies of Grace Clinics of Ohio. The Coordinator serves as the primary point of contact for volunteers, providers, and support staff during Linden clinic operations, assists with onboarding new volunteers assigned to this site, and supports phone system (Weave), scheduling, and facility-related functions as needed.

KEY RESPONSIBILITIES

Clinic Operations

- Oversee the setup, flow, and closure of Linden clinic sessions.
- Ensure patient registration, triage, and provider areas operate efficiently.
- Address operational or logistical issues as they arise during clinic hours.
- Maintain a safe, organized, and patient-centered environment.
- Support patient privacy and compliance with HIPAA and clinic policies.
- Monitor and address clinic-wide building needs, including but not limited to:
 - Overall clinic cleanliness, including scheduling with cleaning staff or services.
 - Stocking and organization of clinic supplies.
 - Monitoring and restocking kitchen/hospitality supplies.
 - Retrieve and distribute clinic mail as needed.
- Oversee the dental clinic to ensure all items are appropriately stocked, ordered, and sanitized between sessions, or coordinate volunteer support to assist with these tasks.

Volunteer Oversight

- Provide on-site direction and support to medical and non-medical volunteers.
- Partner with the Volunteer Coordinator to onboard and orient new volunteers designated to the Linden Clinic.
- Communicate volunteer needs, scheduling changes, and coverage updates as necessary.
- Foster teamwork, collaboration, and a positive service culture among volunteers.

Patient and Provider Support

- Serve as the liaison between nurses, providers, and administrative staff.
- Monitor patient flow to identify and resolve bottlenecks.
- Ensure documentation, forms, and supplies are prepared and available.

Communication and Coordination

- Communicate clinical or operational concerns to the Executive Director.
- Maintain consistent communication with clinic leadership regarding operations, concerns, and successes.
- Participate in meetings and contribute to ongoing operational improvements.
- Coordinate with Specialty Care volunteers as needed.
- Utilize the Weave phone system to assist with patient scheduling, call management, and message follow-up as directed.
- Provide coverage for front desk or scheduling tasks in support of clinic operations.

Cross-Site Support

- Serve as a fill-in for team members at other Grace Clinic locations as needed/if available.
- Travel to alternate sites will be arranged in advance, and mileage will be reimbursed according to Grace Clinics of Ohio policy.

Organizational Participation

- Participate in annual events that support the clinic, including the Grace Clinics Gala, annual Golf Outing, 5K, and Volunteer Appreciation events.
- Represent Grace Clinics of Ohio in a professional and mission-aligned manner at all events.

Qualifications

- Strong organizational, problem-solving, and communication skills.
- Previous experience in healthcare, nursing, dental, or clinic operations preferred.
- Ability to lead and support a team in a dynamic, volunteer-driven environment.
- Comfortable using phone and scheduling systems
- Strong relationship-building skills for community engagement and local representation.
- Commitment to the mission and values of Grace Clinics of Ohio.
- Proficiency with email, scheduling, and basic recordkeeping systems.

Physical Requirements

- Ability to lift up to 25 pounds.
- Ability to take stairs and move throughout the clinic facility during setup, operations, and cleanup.

Time Commitment

- Part-time position; presence required during all Linden clinic sessions, approximately 10 hours per week. (Currently: Wednesday daytime and Saturday mornings)
- Occasional meetings, cross-site support, and community events as needed.
- Attendance at major annual events is expected