

## **Fulltime Bilingual Triage RN Program Manager**

The Free Clinic of Southwest Washington (FCSWW) provides free healthcare to the uninsured in Clark County, WA. A professional staff of 10 supported by over 500 volunteers provides over 6,500 patient encounters a year. The FCSWW seeks a **Bilingual Triage Nurse Program Manager**. The qualified individual will be bilingual (Spanish/English) and a licensed RN (or Nurse Practitioner) with experience in general medical care/family medicine and/or emergency/urgent care with training and experience in patient triage. The Triage Nurse Program Manager provides leadership and oversight of the programs and services that are the core of the delivery of healthcare at the FCSWW, including the laboratory, dispensary, patient registration and the general flow of the daily medical clinics. Experience in team leading or program management in a medical clinic or urgent care setting is highly desirable.

### **Qualifications:**

- Bilingual –English/Spanish and culturally competent in the Latino experience in Southwest Washington
- Licensed Registered Nurse or Nurse Practitioner, graduated from an accredited school of nursing or nurse practitioner program
- Minimum three years of experience in clinical nursing
- Experience in telephone triage or equivalent experience, certification desirable
- Experience in family medicine, urgent care and/or general medical nursing
- Experience in management and/or team leadership in a clinical setting
- Excellent written and spoken communication skills – both English and Spanish
- Prior experience with or the ability to learn electronic medical records software required
- Must be able to successfully complete a background check

### **Primary Roles and Responsibilities:**

- Works with FCSWW management team to determine FCSWW long-term goals and needs
- Working with the FCSWW Medical Director, manages the triage program for the clinic including developing a telehealth program
- Functions independently to perform patient triage for same-day appointments
- Provides oversight and support of patient scheduling and registration processes and daily FCSWW workflow
- Provides oversight and support of the Electronic Health Records (EHR) users and IT consultant
- Collaborates with multi-disciplinary team for FCSWW referrals, i.e. medical specialists and Project Access
- Provides oversight, support and management of staff medical program team (Clinic Coordinator, Volunteer Coordinator, Community Health Worker), in their work at the clinic
- Support Executive Director in managing the Medical Advisory and Volunteer Advisory Committees
- Represents FCSWW in community-based meetings

### **IMPORTANT DISCLAIMER NOTICE**

The job duties, responsibilities, roles and skills listed in this job description are representative only and not exhaustive or definitive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.

**Benefits:** Health Insurance Package, Retirement Plan, Paid time off

**Hours: M-F 8:00 AM – 4:30 PM (with some evenings each month)**

**Salary commensurate with experience**

**To apply, send cover letter and resume to: [Tina@freeclinics.org](mailto:Tina@freeclinics.org)**