

## **Job Description**

**Title:** Scheduling and Resource Coordinator

**Exempt:** Non-Exempt

**Department:**

**Reports To:**

### **Summary:**

The Resource and scheduling Coordinator (RSC) will assist patients and their families find and make use of the various resources, and diagnostic and treatment services available. The RSC will identify and address any barriers patients and families face such as language, cultural, race, ethnicity, or income, to ensure that timely evaluation and treatment occurs and that no patient is lost to follow-up. Some of the services that the RSC will provide include arranging various forms of financial assistance including grant and Medicare/Medicaid funding; assisting patients with accessing internal and external resources for acquiring transportation and/or childcare services; scheduling appointments and coordinating those appointments between providers with least disruption to patients daily schedule; and linking patients and families to all internal and external resources appropriate to meet their individual needs.

### **Qualifications:**

- \*Breast health training
- \*Case management experience preferred
- \*Good communication skills
- \*Excellent problem solving skills
- \*Advanced knowledge of computer operations
- \*Understanding of operational activities
- \*Excellent organizational skills
- \*Flexible
- \*Able to assess patient needs and act upon them

### **Job Duties:**

- \*Initiate communication with patients referred by primary physician or by oncology specialists
- \*Identify each patient's unique logistical and emotional needs (barriers to care) and coordinate with professional staff to develop effective solutions
- \*Identify internal; external; community; regional and national resources for patients who need follow-up for abnormal breast imaging or breast biopsy
- \*Connect patients to community and social support services
- \*Use interventions and strategies that are appropriate to the individual and the population, ie, taking into account culture, language, age and gender.
- \*Facilitate interaction and communication with healthcare staff and providers
- \*Provide health education as needed to patients
- \*Identify personnel in departments involved in the care of breast health patients and develop relationships with them
- \*Assist patients in finding ways to pay for their healthcare
- \*Provide support through empathetic listening
- \*Assist in the appropriate computerized statistical analyses to breast health program data tracking system

**Age Specific Competencies:**

- \*Must be able to demonstrate the knowledge and skills necessary to provide breast health/oncology services to adults and geriatric patients.
- \*Must possess the ability to assess data reflective of the patient's status and interpret the appropriate information needed to identify each patient's requirements relative to his or her age specific needs, and to provide the care needed as described in the facilities policies and procedures.

**Required Competencies:**

- \*Actively participates or becomes aware of departments Performance Improvements Initiatives
- \*Demonstrates familiarity with equipment necessary in performing his/her job
- \*Understands facilities Safety policies and procedures to maintain a safe environment
- \*Understands facilities Infection Control policies and procedures and implements infection control measures
- \*Maintains a continuing education log of all training/education initiatives
- \*Must acknowledge the concerns dealing with privacy and confidentiality
- \*Must respond promptly to patient/families/co-workers requests for service within the scope of the employee's responsibility. If not in the scope of responsibility, employee must refer the request to the appropriate resource.