

# Position Title: Nurse Care Coordinator

**Reports To:** Medical Director

**Location:** Phoenixville Free Clinic, Phoenixville, PA

**Status:** Full-Time, Onsite

## Position Summary

The Nurse Care Coordinator plays a key role in delivering high-quality, compassionate healthcare at Phoenixville Free Clinic. This position works closely with providers, behavioral health staff, the Community Health Worker, the Medical Assistant, and trained volunteers to coordinate care and support patients with acute and chronic health needs.

A primary focus is serving our sickest and most vulnerable patients with complex chronic conditions, particularly through our diabetes care and education program. This role requires a proactive, patient-centered professional who values building relationships, reducing barriers to care, and delivering healthcare with dignity and respect.

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## Key Responsibilities

### Clinical Care & Patient Support

- Provide direct patient care including assessment, medication review, wound care, vaccinations, point-of-care testing, and health education.
- Support chronic disease management, with special emphasis on **diabetes care**:
  - Provide one-on-one diabetes education and coaching.
  - Help lead or coordinate diabetes group visits or wellness classes.
  - Assist patients with glucose monitoring, medication understanding, lifestyle support, and specialty referrals.
  - Support patients between provider visits through outreach, including post-visit follow-up calls and pre-visit planning.
- Triage patients and manage clinical phone triage for symptom assessment and care coordination.
- Facilitate patient referrals to outside providers, labs, pharmacies, specialists, and community resources.

### Care Coordination & Program Development

- Work collaboratively with Medical Director, clinicians, Community Health Worker, Behavioral Health and administrative staff to coordinate care for patients with complex acute and chronic illnesses.

- Coordinate appointment flow and patient communication to support efficient clinic operations.
  - Maintain accurate clinical documentation in the Electronic Medical Record (EMR).
  - Participate in designing, implementing, and tracking outcomes for the diabetes education/clinic program.
  - Serve as a resource to patients and families for understanding care plans and navigating the healthcare system.
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## **Qualifications**

- Required: Experienced LPN or RN from an accredited nursing program.
  - Active Pennsylvania RN license and BLS certification.
  - Minimum 2 years of clinical nursing experience; community health, primary care, or care coordinator experience preferred.
  - Experience with chronic disease patient education (diabetes experience strongly preferred; Certified Diabetes Care and Education Specialist credential is a plus but not required).
  - Strong communication skills with the ability to build trust and rapport across diverse populations.
  - Comfort working both independently and collaboratively in a dynamic, mission-driven environment.
  - Cultural humility and commitment to equitable, inclusive patient care—bilingual English/Spanish a plus.
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## **Physical Requirements**

- Ability to stand, walk, and move within clinic space for extended periods.
  - Ability to lift up to 20 pounds occasionally (supplies, equipment, etc.).
  - Comfortable working in a fast-paced environment with shared space and moderate noise.
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## **About Phoenixville Free Clinic**

Phoenixville Free Clinic provides high-quality healthcare to uninsured and underserved adults in our region. We believe that healthcare is a human right—and we deliver care that fosters dignity, respect, and belonging.