Position Title: Patient Care Coordinator  
Department: Nursing  
Classification: Depends on experience

Job Summary:
The Patient Care Coordinator (PCC) is a Registered Nurse who is responsible for coordinating patient care and activities that ensure patient care services and supplies are rendered during their work shift. He/she represents the Hospital and Nursing Administration in their absence and acts as a resource for patients, families, staff, physicians and community agency personnel regarding Hospital and Nursing policy, procedures, philosophy and mission. He/she also serves as a resource for Nursing Clinical Practice.

Essential Job Functions:
The following is a summary of the essential functions of this job. The incumbent may perform other duties, both major and minor, that are not mentioned below; and specific functions may change from time to time. Coordinates patient care and guides nursing staff in problem solving and decision making during a worked shift and has no more than four documented validated complaints per appraisal period. Represents Hospital and Nursing Administration during their absence with no more than two documented complaints by Administration/Director of inappropriate/inconsistent representation during the appraisal period. Acts as a patient advocate and is a positive role model to effect change and care that is patient focused. Demonstrates a sound theoretical nursing knowledge base and serves as a clinical resource to nursing staff. Uses effective communication and collaboration skills with no more than four documented, validated complaints of poor communication per appraisal period. Organizes and coordinates activities that ensure services, equipment and supplies are available and rendered for those departments unavailable on a 24 hour basis.

Education and formal training:
Licensed as a Registered Nurse in the State of North Carolina, BSN or equivalent desired.

Work Experience:
Three years clinical nursing experience.

Knowledge, skills, and abilities required:
Possesses broad theoretical nursing knowledge and demonstrates ability to problem solve, communicate effectively and work proficiently in stressful and demanding situations. Possesses good interpersonal skills and is willing to develop leadership and management ability.

Physical Requirements:
Must have physical stamina sufficient to travel throughout the hospital and to perform CPR and other patient care activities as necessary. Must have visual acuity sufficient to review written documentation, view monitor readings, etc. (corrective lenses may be used). Must have adequate hearing to communicate with physicians and other healthcare personnel and patients/families by telephone or in person (hearing impaired equipment may be used). Must have manual dexterity adequate to manipulate equipment in order to inservice and teach staff and assist in emergencies.