**Planned Parenthood of the Heartland**

**Des Moines, IA**

 **Centralized Patient Follow-Up Manager (Manager Patient Care)**

Planned Parenthood of the Heartland has an excellent opportunity for a Manager of our Patient Care department at our south side health center. The Manager of Patient Care will provide services for patients including telephone assistance to patients requesting medical information and creating and managing patient care plans. Complete medical/quality audits and provide clinic care to health care clinics on an as needed basis.

**Duties include but are not limited to:**

* Appropriately manage lab results and referrals based on medical protocols and follow up policy and procedures.
* Provide professional and comprehensive telephonic nursing assessment, evaluation, education and advice to patients within protocols.
* Make sound decisions and demonstrate the ability to handle stressful, sensitive, and/or challenging situations appropriately.
* Manage and maintain expected lab result management time and volume as defined by program guidelines.
* Maintain thorough knowledge and understanding of organization in order to answer questions and direct calls correctly and appropriately.
* Assure Patient Care Coordinators are monitoring phone messages throughout the day; return appropriate calls by end of day.

This position is a salaried full-time position. *Tentative schedule: Monday through Friday 8a-4:30p*

**Job qualifications:**

* Graduate of an accredited school of nursing, with current RN license in the state of Iowa
* Three - five years of staff management required
* One year of women’s health care experience required
* One year of Planned Parenthood experience preferred
* Background check required for employment

**DIVERSE CANDIDATES ENCOURAGED TO APPLY**

***Planned Parenthood of the Heartland is a tobacco-free workplace and an Equal Opportunity Employer***

To apply for this position, please submit your resume and cover letter to resumes@ppheartland.org or mail to PPHeartland, Human Resources Department, PO Box 4557, Des Moines, IA 50305.