

# LifeLineMobile®

## Job descriptions

Our thanks go out to The Children's Health Fund and St. Joseph's Hospital in Houston, who independently developed these guidelines for some key roles in mobile care.

### Program coordinator

Requires flexibility and superior organizational and communication skills. Works closely with, and reports to, the Medical Director.

#### STAFFING

Input on hiring of administrative and medical staff.  
Supervise administrative staff.  
Handle personnel matters for all staff.  
Organize regularly scheduled staff meetings.

#### SITES

Organize site schedule with Medical Director.  
Research and open new sites.  
Plan community outreach and publicity activities.  
Evaluate success of new and existing sites.

#### OPERATIONS

Manage office, secure equipment & supplies.  
Arrange for maintenance of mobile van, stocking, etc.  
Resolve any operational issues arising.

#### MEDICAL RECORDS

Develop, implement, and maintain information system for patient tracking.

#### BUDGET & FUND-RAISING

Prepare annual budget.  
Plan & implement fund-raising strategy; write grants; organize fund-raisers; work with development office.

#### PUBLICITY/OUTREACH

Publicize the project; organize press events; produce pamphlets; work with institutional P.R. office.

Conduct community outreach; supervise outreach staff, network with organizations, churches, etc.

Serve as spokesperson for the project.

#### PLANNING/EVALUATION

Formulate long/short term plans with Medical Director.

Evaluate program performance; track encounter and patient numbers.

#### INSTITUTIONAL ADMINISTRATION

Report to institutional administration regarding project status, budget, etc.

### Medical director

Serves as the key person to articulate the project mission and lead the program to the highest possible level of function.

#### STAFFING

Hire medical staff.  
Supervise delivery of medical services.

#### PROGRAMMATIC/OPERATIONAL

Develop and implement clinical protocols for the delivery of medical services.

Provide direct patient care on the mobile van.

Serve as main liaison to referral institution.

Develop and coordinate medical student and teaching programs on the van.

Supervise residents in training on the van.

Lead regularly scheduled staff meetings to review program issues.

#### PUBLICITY/OUTREACH

Inform medical professionals within the institution and community about the project.

Serve as general spokesperson for the project.

#### PLANNING/EVALUATION

Have input into all areas of project operation, program planning, quality assurance, and evaluation, working closely with the project coordinator.

#### INSTITUTIONAL ADMINISTRATION

Report to institutional department head or divisional head.

Meet with administration to review project status, and to provide input on project budget and staffing.



### Driver or assistant program coordinator

Requires superior detail orientation, and superior communication skills. Works with, and reports to, Program Coordinator.

#### SAFETY

Maintains safety codes and standards.  
Drives to and from clinic sites.

Establishes routes. Maintains security on and for van.

#### MAINTENANCE

Responsible for periodic maintenance on van, as well as daily set-up of the van at each location. Provides security for all medical & office supplies, logs, security system, and any on-site personnel security problems.

#### PATIENT CONTACT

Assists with patient registration, data collection, assist with reports, assists with supply inventory, performs b/p checks, height, weight, and other non-invasive screenings as needed. Assists patients in and out of van, when and as needed.

#### TROUBLE SHOOTING

Liaison with outside contractors for van maintenance. Guides tours. Reports van damage. Tracks and reports van moves & storage.

#### VAN SET-UPS

Set stabilizers, awning, stairs/rail, table/chairs, start generator, verify all systems operating, secure cab.

#### VAN CLOSINGS

Verifies stabilizers up, awning secure, refrigerator off, generator off, toilet secure, stair/rail up, all doors secure, all equipment secure, all cabinets locked, all chairs secure.