The mission of Community Health Programs is to improve the health of people throughout the Berkshires by delivering exceptional, compassionate health care.

Job Title: Licensed Practical Nurse  
Department: Neighborhood Health Center  
Location: Pittsfield, MA  
FLSA Status: Non-Exempt  
Hours: 32hrs/week  
Reports To: Practice Manager

Position Summary:
Community Health Programs seeks a Licensed Practical Nurse to join our primary care practice, located in the heart of Berkshire County. The LPN triages patients by telephone or walk-in to determine the urgency and level of care needed. The LPN is responsible for assisting the Practice Manager in the supervision of clinical support staff working within the office and for assisting in patient care under the guidance of CHP Physicians. Duties will be performed as assigned and allowed under their license.

The Licensed Practical Nurse contributes to a work environment that is caring, collaborative, and innovative. This person will support CHP’s mission, vision, and values and will adhere to compliance protocols as well as CHP’s policies and procedures.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Triage patients both by telephone or walk-in; approve same day visits when appropriate; assist with referrals to area specialists; PT-1 forms; patient education; supervising medical assistants as needed.
- Assist physicians in all procedures requiring nursing level support; administers immunizations as well as allergy shots; manage requests for prescription medication; process laboratory results, pull charts, review and hold partials- flagging abnormal for provider review and filing normal; contacting patients with results as directed; chart all procedures performed.
- Assist with running daily controls on equipment; assist in charting for quality assurance (HCG, strep, sickle cell, urinalysis dipstick, etc.); ensures that billing codes are correct; other routine office duties as requested.

Education/Experience:
Education: This position requires graduation of an accredited school of practical nursing.
Experience: A minimum of three years’ experience in an ambulatory setting is preferred. Electronic medical records experience is required. CPR certification is a plus.

Required License(s) and/or Certification(s):
Must be licensed as a practical nurse by the Commonwealth of Massachusetts.
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Skills/Knowledge/Competencies (Behaviors):

- Ability to interact with others with tact and diplomacy; treat others with respect and consideration regardless of status or position; contribute to a positive team spirit; balance team and individual responsibilities; display highest degree of professionalism and ethics.
- Respond appropriately to patient needs; manage difficult or emotional patient situations in a way that instills trust and respect; solicit feedback to improve performance.
- Ability to manage multiple priorities; work well under pressure; complete tasks correctly and on time with limited supervision; step in when needed and cross train for additional site coverage; respond promptly to requests for service and assistance; confidence in leading and instructing others; ability to delegate effectively
- Ability to effectively present information in one-on-one or small group situations; respond well to questions; complete administrative duties accurately and timely.
- Ability to calculate figures and amounts; solve practical problems; interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Punctual and reliable; ability to maintain schedule commitments.
- Spanish speaking/bilingual is a plus.

An individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Community Health Programs, Inc. embraces its role as a nonprofit health care provider and community partner. We are a leader in the communities we serve by providing highest quality healthcare, dental services, wellness education and family support services. CHP outreach provides free health screenings, insurance enrollment assistance as well as information so people can learn how to take better care of themselves and their families. We are a network of health centers and caring professionals that provide outstanding primary and preventative care for patients of all ages. What’s truly unique about CHP is our broad spectrum of support services that extend well beyond medical and dental.

Berkshire County, located in the far western region of Massachusetts, is one of the premier destination spots in all of New England. Abutting New York State to the West, Vermont to the North and Connecticut to the South; the Berkshires is made up of 32 quaint cities and towns, each with its own history and beauty. It is rich in culture, outdoor activities, logging and fine dining. Berkshire County is also an easy drive to both Boston and New York City metropolitan areas.