



Position Description

Job Title: Volunteer Coordinator/Medical Reviewer
Department: Classic Program
Reports to: Classic Program Manager
Hours: 40 hours per week / Full Time / Exempt
Compensation: \$ 25.00 - \$31.00/hour/DOE.
Work Location: Temporarily remote and in our office location
Benefits: Paid medical, dental, life, short term disability, PTO, FSA, EAP and 401K with 3% match.

Position Summary

The Classic (Coordinated Care) Program works with hospital systems, specialty providers, and clinics located in the Portland Metropolitan area to connect uninsured clients to donated care. The Volunteer Coordinator/Medical Reviewer supports the work of the Classic Department by coordinating donated care and managing relationships with volunteer providers. This position will work closely with program staff, community partners, National Donated Care Network, and the Clinical Capacity Committee to identify trends, inform advocacy, and improve care delivery. The Volunteer Coordinator/Medical Reviewer is the primary contact and point person with referring providers and clinic staff concerning medical eligibility. They work with partner clinics and the Classic Program Manager to ensure that volunteer clinic staff and referral partners are trained and collaborating effectively with Project Access NOW in the coordination of client care. This position requires a formidable team player, multi-tasker, someone who can communicate in multiple ways, and a problem solver who exhibits confidence in their decision making. This position requires someone who is flexible, self-directed with excellent interpersonal and communication skills, strong initiative, organizational and time management skills, the ability to prioritize workflow and to work well in a fast-paced environment. Candidates with experience in a medical setting and reviewing medical charts are required.

Principal Duties & Responsibilities

- Complete chart review of all incoming referrals to determine if clients are medically eligible to receive services through the Classic Program
- Work closely with referring partners and volunteer clinics to obtain additional pertinent clinical history and information, including ordering diagnostics
- Act as the primary contact for medical eligibility to volunteer clinics, providers, referring partners, and program staff
- Develop and maintain positive relationships with volunteer providers in a variety of medical practices, including providing orientations, conducting volunteer satisfaction surveys, and proactively addressing issues
- Manage and solicit donated care pledges to ensure availability and volunteer satisfaction
- Problem solves complex cases in collaboration with clinics, hospitals, provider, community partners, program staff
- Works with program staff to make referrals to other Project Access NOW programs and partners
- Reviews some medication claims that require override or special attention when there is a clinical consideration
- Chairs Clinical Capacity Committee to align programs scope of services, formulary, and referral guidelines with the current need and volunteer capacity in the community
- Participates in partner clinic learning collaboratives and program check-ins to improve program delivery
- Document client, referral, appointments, provider, announcements, and donated pledge information using the Client Relationship Management (CRM) database (TrackVia)
- Ensures compliance with HIPAA, cultural effectiveness, and language accessibility
- Other duties as assigned

Qualifications

- Experience in data entry, CRMs, or similar workflow software, TrackVia (desired), Excel, Adobe, PowerPoint
- Experience with electronic health records and medical charts
- Highly proficient in Microsoft 365, SharePoint, Teams, and Virtual Meeting platforms
- High level and excellent organizational, written, and verbal communication skills
- Ability to take initiative and pay close attention to detail.
- Ability to work in a fast-paced, ever-changing environment while maintaining clear records.
- Ability to be mobile, flexible, and adapt to diverse work settings.
- Ability to work independently and as a team.
- High level of accountability and reliability.
- A valid Oregon driver's license, and proof of insurance, or a reliable mode of transportation is preferred.
- Must be able to pass a background check.
- Bilingual (English/Spanish) and multicultural staff highly desired

Education, Experience, Transferrable Skills

- BA/BS degree preferred or a combination of medical education experience
- At least 3 years of nursing or high-level medical assistant experience and/or medical training.
- Current active licensure is not required.
- Volunteer management experience highly desirable
- Creative, with strong analytical and problem-solving skills, and ability to prioritize multiple tasks.
- Supervisory experience desired
- Verbal and written English language proficiency sufficient to communicate with co-workers, community leaders, and community members
- Ability to respond to crisis situations in a calm professional manner

Working Conditions

- Proof of COVID-19 Vaccination required
- Travel to volunteer clinics and sites for meetings and trainings on a periodic basis
- Temporarily working part time remotely and part time in the office
- Prolonged periods sitting at a desk.
- Frequent use of keyboard, 2 monitors, mouse, telephone and/or headset.
- Part time use of office space with stairs (no ADA access)
- Project Access Now provides equipment: laptop, monitors, and other home office work tools.

About Us

The mission of Project Access NOW is to improve our community's health and well-being by creating access to care, services, and resources for those in need. Project Access NOW believes that the staff of an organization should reflect the communities it serves. We also believe our cultural, linguistic and community identities make our organization stronger, smarter, and more effective. These identities, whether constructed by social, political, or other forces, unite us in working toward a healthy region for everyone. We want to hold ourselves accountable for attracting and retaining a diverse team. Project Access NOW recognizes the value of a diverse workforce and believes a diverse work environment empowers our community. We strongly encourage all qualified candidates to apply regardless of race, ethnicity, gender, sexual orientation, or religious affiliation.

How to Apply

Please visit our website at www.projectaccessnow.org/about-us/employment-opportunities. Submit your cover letter, resume and responses to the Diversity, Equity and Inclusion questions found on our website to jobs@projectaccessnow.org.