

Regional Care Coordinator I Job Posting

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.

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 Classic **Regional Care Coordinator I** position works directly with clients, clinic staff, volunteer providers, and internal staff to facilitate access to healthcare. This position will process applications to the Classic Program including verifying non-medical eligibility, enrollment, and client orientation. The Regional Care Coordinator I will also work closely with clients and clinic staff to schedule appointments and place reminder calls. The Classic Program works with Protected Health Information and staff must be able to maintain strict confidentiality. This position requires a flexible, self-directed person with great attention to detail, who communicates clearly and respectfully, and has excellent customer service and phone skills.

Job Responsibilities

- Monitors and responds to program email, fax, and phone queues in a timely manner
- Schedules appointments, interpretations, and diagnostics with clients, clinics, and hospital staff
- Communicates with clients, clinic and hospital staff, and team members in a professional manner
- Processes applications and referrals, verifies program eligibility, enrolls qualifying clients into the program, completes client orientation telephonically, and mails enrollment cards.
- Makes reminder calls to ensure clients are aware of their appointments and ensure volunteer provider satisfaction
- Document and update information about clients, referrals, enrollments, appointments, bills, and communications using the Client Relationship Management (CRM) database (TrackVia)

- Identify and escalate complex cases for team to address
- Works with program staff to make referrals to other Project Access NOW programs and partners
- Participates in team meetings, organizational committees, and staff meetings to improve program delivery and organizational culture
- Works with internal staff to identify issues, suggest improvement initiatives, and test new development
- Compliance with organizational policies, contractual obligations, and HIPAA
- Other duties as assigned

Qualifications

- Provides direct supervision and support to program staff, including hiring, training, professional development, performance evaluations, onboarding/offboarding, authorizing timesheets and time off requests, etc.
- Excellent phone and customer service skills
- Experience in data entry, CRMs, or similar workflow software, TrackVia (desired), Excel, Adobe
- Experience or knowledge of healthcare settings
- Ability to work in a fast-paced, ever-changing environment while maintaining clear records
- Cultural competency and/or experience working with diverse populations
- Comfortable discussing medical and financial matters with clients
- Ability to work independently and as a team
- High level of accountability and reliability
- Must be able to pass a background check
- Bilingual (English/Spanish) required

Education/Experience

- Bilingual (English/Spanish) required
- High school diploma or equivalent
- Creative, with strong analytical and problem-solving skills, and ability to prioritize multiple tasks
- Verbal and written English language proficiency sufficient to communicate with co-workers, community leaders, and community members
- Verbal and written Spanish language proficiency sufficient to communicate with clients and community members

Working Conditions

- Proof of COVID-19 Vaccination required
- 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.
- Project Access Now provides equipment: laptop, monitors, and other home office work tools.
- Travel to clinics and sites for meetings and trainings on a periodic basis

Benefits

Paid medical, dental, life, short term disability, paid time off, FSA and 401K Retirement Plan with 3% match.

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.