

Clackamas VIM/Founders Clinic
Job Description
12/15/21



Position: Front Desk (Reception/Scheduling))
Reports to: Clinic Manager, Executive Director
Qualifications: Computer experience, Bilingual (Spanish)
Schedule: Full time, 32 hours/week; Monday-Thursday

Clackamas Volunteers in Medicine is a nonprofit, culturally responsive, free clinic serving the medical needs of uninsured, low-income people in Clackamas County through the dedicated work of medical and community volunteers. Fluency in Spanish and English required. Please join our dynamic and mission-driven staff as we provide this vital service to the community!

Position:

- Responsibilities include scheduling and patient follow up,
- Training, coordinating, and providing guidance to admin and eligibility volunteers and interns,
- Ensuring inventory and ordering of office supplies,
- Providing administrative support and other duties as assigned.
- Primary responsibility for ensuring a well-organized, professional, and welcoming experience for CVIM patients, a well-maintained facility, and strong administrative support for CVIM staff and volunteers.

Typical Tasks:

Duties may include but are not limited to the following:

- Coordinates patient scheduling, eligibility, and reminder communications; patient medical record requests; receipt and management of payment and donations; organization of resource and referral resources, OHP and other patient entitlement application support.
- Assists in the development and implementation of CVIM front desk policies; prepares and revises procedures, rules, and manuals. Stays up to date with policies and procedures that are relevant to the role.
- Assists Optometrist with fitting and ordering glasses.
- Assists in hiring, orienting, training, coordinating, and guiding volunteer and interning clerical staff to provide quality service to CVIM patients and organizational partners.
- Organizes and manages donated meals to volunteers during clinic.
- Promotes professional and collaborative behavior, a welcoming patient and volunteer experience and cooperative team efforts among staff and volunteers.
- Steps in to help other staff and volunteers as needed and as within professional scope. Other duties as assigned.

Compensation and Benefits:

\$18/hour (includes bilingual differential), PTO and Retirement Plan