

Clackamas Free Clinic Job Description:

Bilingual Clinic Assistant

Classification: Non-exempt, full-time or part-time, 32-40 hours weekly

Reports to: Operations Director + Executive Director

Supervisory responsibility: None



Position Summary:

The Bilingual Clinic Assistant provides essential support to the mission of Clackamas Free Clinic, acting as the first point of contact for patients who visit and call the organization. The Clinic Assistant provides bilingual front desk and phone coverage during clinic operating hours, helping to schedule patient appointments, check patients in at the clinic, manage inquiries, and maintain a welcoming and trauma-informed atmosphere.

Patient Navigation + Clinic Coordination

- Works regular clinic office hours Mondays through Thursdays, typically between the hours of 9:00 a.m. and 5:00 p.m. Occasional Friday, evening, and weekend clinics required.
- Answers phone calls and schedules patient appointments.
- Makes reminder telephone calls, texts, and emails to patients.
- Explains basic appointment eligibility guidelines to prospective patients.
- Requests records from other medical entities on behalf of patients.
- Checks patients in for primary and vision care appointments, notifies nurses and providers, and schedules return and follow-up appointments.
- Meets with all new patients to assist them with the patient intake process and screen them for potential social determinants that are having an impact on the health of the patient.
- Enrolls and follows up on specialty care, imaging, physical therapy, and dental referrals to ensure the patient has been scheduled and seen for the needed service.
- Assists patients with the application process for specialty programs such as Project Access Now and ScreenWise.
- Supports patients with accessing community resources or providing more information on what is available.
- Helps prepare front desk area for clinic and maintain a neat and professional working environment.
- Assists with patient care, pupillary distance measurement, glasses fittings, and language translation during weekly vision clinic.
- Ensures staff and volunteer breakroom is clean, fully stocked, and prepared for clinic visitors.

Translation Services:

- Provides translation services during primary care and vision appointments.
- Serves as a bridge between providers, team members, and patients by facilitating communication and understanding during clinic operations.
- Translates documents, presentations, or marketing materials while ensuring cultural and linguistic nuances are accurately conveyed

Volunteer + Outreach Assistance

- Assists with and attends all clinic special events, fundraisers, and activities, supporting administration with planning or implementation as needed.
- Supports volunteer coordination and appreciation, including helping with phone calls, administrative tasks, and other activities.
- Represents Clackamas Free Clinic in the community at outreach events, helping to raise awareness and build and maintain strong community partnerships with other nonprofits and community organizations.

Administrative Activities

- Manages multiple office systems, including files, computer, phones, fax, scanner, and copier.
- Scans and organizes medical files as needed, enters patient data, and assists with electronic health records management.
- Assists clinic leadership with mailing, filing or other administrative jobs or activities.

Skills + Required Experience:

- **Fluency in Spanish and English is required.**
- Excellent communication skills.
- Professional, efficient, organized, and able to pay close attention to detail.
- Prior patient navigation or community health worker experience a plus.
- Ability to work independently and as part of a team in a fast-paced, dynamic environment.
- *If Clinic Assistant is a Pre-Healthcare student, there are opportunities to be involved in the clinical setting with tasks such as scribing, interpreting, and lab assistance.*

The above job description is intended to describe the general nature and level of work being performed. It is not an exhaustive list of all responsibilities, duties, and skills required of personnel in this role.

Compensation:

Hourly rate of \$20 to \$23 per hour, depending on experience. Benefits include: Paid time off, 9 national holidays and 1 floating holiday. Health benefits through Kaiser Permanente, including vision and dental coverage - 100% premium covered by employer. SIMPLE IRA with 3% employer match for retirement.