

## **JOB DESCRIPTION**

**JOB TITLE: COVID Support Specialist Coordinator**

**SUPERVISED BY: Outreach and Enrollment Supervisor**

**STATUS: Hourly, Full time**

**Via Care Community Health Center**

### **DUTIES AND RESPONSIBILITIES**

This position has been developed to assist clients with performing on-site and off-site medical testing specifically for COVID-19 as a means of prevention of spread. COVID Support Specialist Coordinator will be responsible for coordinating all onsite and offsite COVID-19 testing events. This includes testing event preparation, day of event oversight and ensuring the results are processed and communicated according to internal procedures.

- Testing team coordination
- Oversee onsite and offsite testing events to ensure operations are running according to plan
- Determine testing days and times
- Establish eligibility file
- Ensure all patients are registered with the appropriate payer
- Ensure all patient have the appropriate medical coverage for COVID testing and follow ups (Medi-Cal, PPO, HMO, COVID PE etc.)
- Ensure all necessary consent forms are filled out and scanned in to the patients chart
- Establish and provide contractual agreement to all offsite organizations for COVID testing
- Collect location details and update COVID calendar
- Collect all patient demographics and insurance 3 business days from any offsite organizations.
- Work with Outreach and Enrollment Supervisor to problem solve and enhance workflow
- Assist with prepping supplies and PPE for testing events to ensure testing team have what they need prior to testing event
- Set up Quest lab specimen pick up
- Transport specimens back to appropriate clinic for pick up
- Arrive early to set up testing event
- Review collection process with testing team
- Coordinate and work closely with testing team to input results and ensure all patient have a follow up appointment with a Via Care provider
- All other duties assigned

### **QUALIFICATIONS**

- Minimum of one year experience in the medical field;
- CPR certification – adult, child, infant, and obstructed airway – required;
- Experience with electronic health records desired;
- Experience in medical front office procedures preferred;
- Must be able to travel
- Able to manage multiple priorities
- Strong verbal, written, and interpersonal communication skills
- Ability to communicate effectively to a variety of audiences
- Ability to always demonstrate the highest level of performance and behavior standards;
- Ability to be a team player; support and assist team members;

- Ability to relate and communicate well to all cultural and ethnic groups in the community; Bilingual preferred.

**SPECIAL REQUIREMENTS**

- Must have a reliable automobile for use on the job (mileage to be reimbursed);
- Subject to a criminal background check before employment;
- Valid California Driver License and automobile insurance coverage;
- TB clearance, to be renewed every year.