

In-Language Patient Support Coordinator Full Time Non-Exempt

ASSIGNMENT SUMMARY

The In-Language Patient Support Coordinator will be responsible for translating in-person and phone communication between Korean-speaking patients and Kheir clinic staff. S/he will assist with patient check-in, intake, consultation, and follow-up, and will support physicians and medical staff in various administrative and operations duties in the clinic. This person will also provide assistance with front office duties including clinic reception and medical record keeping when necessary.

MINIMUM QUALIFICATIONS

- Minimum High School diploma.
- Experience with English-Korean translation highly desired.
- Knowledge of filing procedures and practices.
- Demonstrated ability to exchange pertinent non-routine information.
- Excellent communication skills; written and verbal.
- Ability to interpret a variety of instructions provided in written, oral, diagram, or schedule form.
- Ability to use tact, discretion, and sensitivity when interacting with patients.
- Excellent interpersonal skills.
- Cultural competence and sensitivity **REQUIRED**.
- Experience in community clinic or social service environment a plus.
- Bilingual English/Korean **REQUIRED**.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES

- Provide translation support for documentation of patient history and vital signs, and perform these functions independently if necessary.
- Provide translation and other administrative support to medical providers before, during and after the medical consultation.
- Document relevant information in the patient's electronic medical record as needed.
- Assist in scheduling appointments, filing, typing, data entry, record keeping, and other administrative duties at the clinic.
- Assist front office with management of client information in accordance with all relevant codes and laws.
- Assist clinic staff with patient communication in person and over the phone, regarding specialty appointments, hospital admission, required preventive screenings, etc.
- Participate in staff and educational meetings.
- Other duties as assigned.

Benefits:

- 100% Employer Sponsored Medical, Dental and Vision benefits
- 401(k)
- 401(k) matching
- Paid time off
- 12 Paid Holidays
- Referral program

Schedule:

- 8 hour shift
- Monday to Friday

Work setting:

- Clinic
- In-person