



## In-Language Patient Support Coordinator

Full Time, Non-Exempt Position

### MISSION

Kheir's mission is to increase and provide access to culturally and linguistically-sensitive quality primary healthcare and human services support to the underserved and uninsured residents of Southern California.

### 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. They 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/Spanish 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.

Kheir In-Language Patient Support Coordinator

Accepted: \_\_\_\_\_

- 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.

---

*Kheir Clinic provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.*

*In addition to federal law requirements, Kheir Clinic complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*

*Kheir Clinic will consider for employment all qualified Applicants, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.*

*Please note that this job description is subject to change to meet the needs of Kheir Clinic.*

---

Kheir In-Language Patient Support Coordinator

Accepted: \_\_\_\_\_