



Clinic Operations Assistant

Position Description Full-time, Non-Exempt/Hourly Position
32 – 40 hours weekly

Reports to: Executive Director

Schedule: The position works Monday thru Wednesday 8:00 am to 4:30 pm, and Thursday 8:00 am to 7:30 pm. Friday is a flex schedule.

Position Purpose: This position will provide administrative and referral coordination for patients of HelpCare Clinic. This position also will serve as a collaborative member of the HelpCare team by assisting the Executive Director.

Principle Duties and Responsibilities

- Assist with greeting, scheduling, corresponding, and coordination of care for patients
- Assist with clinic communications between patients, medical personnel, staff, and or agencies
- Utilize Electronic Health Record (EHR) for patient care coordination, referrals, correspondence and medical records
- Maintain knowledge of community services and resources available to patients
- Coordinate Medication Access Program resources/services.
- Assist with hiring, training, and maintaining records volunteer records.
- Assist with fiscal operations, including accounting, budget, and coordination, fiscal reporting
- Assist with directing work activities of medical, nursing, intern, maintenance, and other personnel
- Assist with identifying and building relationship, with potential donors.
- Assist with commitments of participation or donation, from individuals and/or donors
- Assist with donor/fundraising mailing written communication and databases donations
- Assist with public relations
- Assist with supply chain management
- Assist with board communication, documentation, and meeting presentations
- Provide culturally sensitive care when working with volunteers and patients.
- Maintain patient confidentiality
- Perform other duties toward the mission of HelpCare Clinic as assigned.
- Assists in facilitating community volunteers who support fundraising for the clinic by organizing and assisting with fundraising events.
- Assist with seeking out, research, and apply for all relevant grant opportunities. This includes maintenance of grant records, reporting, and all grant evaluations.

- Assists with developing and maintaining accurate and complete mailing lists of health care providers, human services agencies, churches, donors, civic organizations and other interested parties for dissemination of clinic information.
- Assist with Board Communication and support documentation

Qualifications and Experience

- High School Graduate/GED required
- Bilingual (Spanish/English) preferred
- Knowledge of local social service resources and agencies preferred
- Experience within healthcare system is preferred