

## CLIENT ACCESS ASSOCIATE I and Mobile Clinic Driver



The Client Access Associate I and Mobile Clinic Driver provides best-in-class customer service to clients, staff and visitors through administrative support in a variety of HCH clinic settings to include HCH Mobile clinic. This role accurately and efficiently manages confidential information in multiple databases and systems to support clients through every stage of their visit at HCH. In addition, this position serves as the mobile clinic driver on Mondays and provides backup coverage as needed. The role of Mobile Clinic Driver will be the primary set of responsibilities for this position while service as a Client Access Associated when not needed for mobile clinic duties. This position reports directly to a manager within the Clinical Administration department.

### RESPONSIBILITIES

#### Mobile Clinic Driver:

- Facilitate Monday mobile clinic services including van transport and setup, patient registration, and security
- Provide coverage for mobile clinic in absence of Mobile Clinic Program Coordinator
- Register clients in appropriate insurance and medical records systems, including verifying insurance, researching providers for clients, managing internal record-keeping and coordinating with external organizations for client care

#### Client Access Associate I:

- Accurately schedule appointments for clients across multiple disciplines through in-person requests or telephone calls
- Greet clients and visitors upon arrival to HCH and appropriately route them to the correct staff member, utilizing appointment systems, registration staff and triage protocols
- Register clients in appropriate insurance and medical records systems, including verifying insurance, researching providers for clients, managing internal record-keeping and coordinating with external organizations for client care
- Lead clients through the discharge process, including providing referral information, scheduling follow-up appointments, obtaining additional information for providers and providing prescriptions
- Work across the agency to ensure smooth work and client flow
- Work with clients to complete necessary paperwork so that they can receive complete and timely services at HCH
- Models and reinforces the Health Care for the Homeless “core values” of *dignity, authenticity, hope, justice, passion and balance*
- Actively participates in performance improvement activities and actively participates in advocacy activities that support the mission of HCH
- Performs other duties on an as-needed basis

## **MINIMUM QUALIFICATIONS**

- **Education**
  - High School Diploma or GED
- **Experience**
  - Experience working with people who are experiencing homelessness or from low-income backgrounds
  - Experience working with computers and databases, preferably medical or insurance systems
  - Experience and comfort driving large vehicles
  - A Valid Driver's license with CDL Class B
- **Skills**
  - Excellent customer service, with ability to clearly communicate verbally and in writing
  - Must be able to maintain confidentiality in all circumstances
  - Must be able to remain calm in highly inflammatory circumstances, providing and taking clear direction and maintaining a respectful demeanor
  - Security or de-escalation training preferred
  - High level of motivation, initiative and responsibility
  - Able to work with interdisciplinary teams
  - Able to cope with interruptions, be flexible and be a team player

## **WORKING CONDITIONS/PHYSICAL REQUIREMENTS**

- Able to move frequently throughout the day, including sitting, standing, bending and lifting
- Able to sit and stand for long periods of time
- May be exposed to infectious disease with little likelihood of harm if established procedures are followed

## **NONEXEMPT/EXEMPT STATUS**

This is a non-exempt role.