



Bilingual Intake Coordinator – Women’s Health Program Job Description

Position: Bilingual Intake Coordinator – Women’s Health Program

Supervisor: Social Work Program Manager

Status: Part Time

About CrossOver Healthcare Ministry:

CrossOver Healthcare Ministry provides compassionate, high quality healthcare to the uninsured and medically underserved in our local community through the operation of two healthcare clinics; one in the City of Richmond and one in Henrico County. CrossOver is a 501(c)(3) non-profit organization that offers comprehensive healthcare services to its patients, including: primary care, specialty care, dental, vision, behavioral health, HIV/AIDS care, OB/GYN, medications and medications management, and social work case management.

Position Summary: The intake coordinator provides the administrative support necessary to deliver quality and compassionate care to pregnant patients in CrossOver’s Women’s Health Program. This position will assist with all additional administrative needs for the program, including financial/eligibility screening and appointment scheduling for prospective patients. The Intake Coordinator will ensure new patients are eligible for CrossOver's services and assist with Medicaid enrollment.

Key Responsibilities:

- Coordinate and conduct new patient screening for pregnant patients;
- Oversee prioritization process for screening appointments;
- Educate potential patients on healthcare options;
- Enter data into electronic health record system;
- Collect documentation for income verification;
- Train and supervise volunteers in the intake program to utilize electronic health records system and assist with new patient intake, updates, hospital discharge, and bill counseling appointments;
- Communicate regularly with and meet as needed with volunteer manager to evaluate volunteers, address any volunteer performance or attendance issues, and discuss volunteer recruitment needs;
- Update and review patient eligibility annually;

- Medical interpretation, as needed;
- Bill counseling.

Required Minimum Qualifications

- Strong interpersonal skills.
- Proficient or fluent in Spanish.
- Ability to manage multiple priorities.
- Ability to function as part of a multicultural team.
- Knowledge of computers and various software applications.
- Familiarity with medical environment/diseases.
- Efficient organization and communication skills.

Preferred Qualifications:

- Bachelor's degree or 2 years experience in a medical office setting.

Hours: 20 hours/week; schedule is flexible -- to be determined with supervisor, generally within Monday to Friday, 8:15am to 5:00pm; some evening hours may be required. This position will be located at CrossOver's Richmond Clinic at 108 Cowardin Ave.

Salary: \$16-19/hour depending upon experience

Benefits: There are no benefits available with this part time position.

How to apply: Email resume or work history and a brief statement about your interest in this position and experience to jobs@crossoverministry.org with "Intake Coordinator – Women's Health Program" as the subject line. No phone calls, please. Interviews will start upon receipt of resumes.

Website: www.crossoverministry.org