

Women's Health Program Specialist Bilingual -Temporary Position

December 2023-March 2024

Arlington Free Clinic is a community-based nonprofit organization committed to advancing health equity by providing free, whole-person healthcare for our neighbors who would otherwise lack access. We offer comprehensive services onsite including primary and specialty care, behavioral health, and dental care. Our core values define the spirit with which we carry out our work and include respect, integrity, equity and inclusion, innovation, compassion, collaboration, and passion.

Summary of Position:

We are currently seeking a **Bilingual Women's Health Program Specialist** to support the gynecology services, breast cancer survivorship program, and other services/projects related to women's preventive care and treatment. This includes working with the RN Manager overseeing the Women's Health program to run gynecology clinics with volunteer providers, managing breast and cervical cancer screening, and screening women for ovarian cancer genetic screening. Serves as a team player capable of supporting multiple areas of duties essential to the clinic. **This is a temporary position for four months.**

Major areas of Responsibility:

Plan and prepare for Gyn Clinics

- Work with Women's Health RN Manager, clinic coordinator and volunteer coordinator to determine support volunteer needs for GYN clinics
- Identify and schedule patients for GYN clinics (call patients, schedule in EHR, make reminder calls)
- Find charts and prepare coversheets for RN's review
- Set-up doctors' exam rooms
- Do intake during clinics and help manage flow
- Assist with discharge after clinics and ensuring pap thin prep are couriered to the lab

Assist Nurse Manager on Women's Health program tasks

- Stock gyn exam rooms on monthly basis.
- Make phone calls to patients requesting appointments and to outside referrals (VHC Outpatient Gyn Clinic, oncologist, breast surgeon, etc.)
- Schedule annual mammograms for current patients
- Work with Nurse Manager to schedule additional imaging/testing and follow up appointments for patients as needed.
- Work with reports team on data (breast and cervical cancer screening) for Women's Health grants

Coordinate registration and scheduling of patients for Breast Health Outreach Program (DHS and legacy Komen patients)

- Manage referrals from the Department of Human Services for screening mammograms.
- Register patients in the EHR (EPIC) and complete their profile and scan documentation to their file.

- Conduct eligibility screening for non-DHS patients to make sure they meet eligibility guidelines (pink sheet)
- Add mammogram referrals to EPIC, schedule patients at VHC and send text reminders 3 days before their appointment.
- Send the mammogram log to VHC mammogram scheduler every Friday for next week's appointments scheduled.
- Schedule patient for diagnostic follow up as needed

Georgetown University Contigo Project support

- Identify Latina women to screen for increased risk of ovarian cancer to be included in a research study from women's health program patients
- Provide monthly report to GU
- Attend Biweekly meetings

Breast Cancer Survivorship Program

- Schedule appointments for breast cancer patients - treatment and consultations
- Track patients on spreadsheet
- Organize Breast Cancer Survivorship meeting once every 2 to 3 months to discuss educational topics, self-care, and ways to improve their quality of life and to check in about medical needs (office visits, labs, rads, prescriptions, mental health, eligibility, other health issues, etc.)
- Keep track of the needs of our BrCA patients follow up appt in house or outside visits
- Write a brief of meetings or events for BC Survivorship program.
- Schedule appointments to update Survivorship Plans

QUALIFICATIONS AND REQUIREMENTS

- High School diploma or GED required. Some college preferred or equivalent combination of training and experience.
- Bilingual in Spanish/English
- At least 2 years' experience in an administrative, medical assistant, customer service role, preferably in a human services healthcare field.
- Ability to work in a team environment and interact with all levels of clinic staff, volunteers, and the public. This includes ability and willingness to build and nurture relationships within and outside the organization and to work cooperatively with others to leverage resources to achieve common goals.
- Ability to be diplomatic, self-motivated, resourceful, tactful, and flexible.
- Demonstrated outstanding customer service
- Ability to uphold and maintain confidentiality of patient and clinic information
- Demonstrated ability to remain flexible, manage multiple priorities, and stay highly organized
- Ability to demonstrate warmth and compassion for others, including when they are experiencing stress or frustration.
- Demonstrated critical thinking/problem solving skills.
- Excellent verbal and interpersonal and communication skills.
- Expertise in EMR system preferably EPIC
- Demonstrated skill and experience using MS Office software

