



## **Bilingual Medical Assistant - Triage Line and Clinical Support (Full-time)**

**Arlington Free Clinic (AFC)** is seeking a dynamic, well-organized, team-oriented individual to join our clinical team. AFC 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.

This position is a key role working with the nurse team and volunteer providers and serves as the first line of contact with the clinic's patients.

### **Key Responsibilities:**

- Receive and triage patient calls for administrative needs and acute symptoms
- Schedule patients for acute and follow-up appointments
- Update/document all necessary information in patient records in EHR system
- Triage walk-in patients and assess needs and consult with nurse
- Give immunizations and conduct point of care testing as needed
- Provide administrative support of patient care management
- Serve as interpreter for provider/nurse manager as needed
- Assist in pre-clinic chart preparation and post-clinic appointment scheduling, referrals, prescribed testing, and follow-up calls as needed
- Assist patients with lab orders and prescriptions received from specialists
- Provide patient education as assigned

### **Qualifications:**

- HS Diploma or higher
- Minimum of 2 years' work experience in healthcare setting
- Experience with telephone triage required (experience with web-based phone system i.e. Dialpad a plus)
- Completed Medical Assistant training (MA certification required)
- Fluency in written and spoken English and Spanish
- Strong written skills and ability to keep detailed records

- Effective communication skills; demonstrates professional and courteous demeanor with patients.
- Proficient in MS Office and experience using EHR (EPIC preferred)
- Ability to manage multiple tasks
- Ability to demonstrate warmth and compassion for others, including when they are experiencing stress or frustration.
- Proven ability to maintain confidentiality with a high level of integrity, diplomacy, and discretion.

This is an excellent position, offering competitive salary and benefits, including medical/dental insurance, life insurance, Flexible Spending Plan, 401(k) retirement plan, ten paid holidays, paid time off (PTO), sick leave and free parking.

Qualified candidates should respond by email with a cover letter and resume to: Director of Human Resources - [Nadkins@arlingtonfreeclinic.org](mailto:Nadkins@arlingtonfreeclinic.org).

*Arlington Free Clinic is an Equal Opportunity Employer and is committed to an equal and diverse workplace.*