



Eligibility/Administration Specialist

Arlington Free Clinic (AFC) is seeking a dynamic, well-organized, team-oriented individual to join our operations 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 plays a key role in AFC's process for assessing patient eligibility for clinic services for new and returning patients and assists those who do not qualify for our care in securing alternate healthcare resources. Individual will also provide back-up coverage and additional support across administrative functions to include front desk/reception.

Key Responsibilities:

- Carry out administrative workflows for all duties (patient scheduling reminders, pre-screening as appropriate, care coordination with clinic and external colleagues, and documentation) within the appropriate data, paper and/or electronic tracking system for that area.
- Identify and assist with improvements to make our clinical administration processes more efficient, and patient-centered across and within programs.
- Together with Eligibility colleagues, assist in training new staff in established, current eligibility process and procedures.
- Remain up-to-date and informed of related healthcare resources (e.g., other clinics, local providers for low-cost care); public insurance programs (Medicaid, Medicare, and related sub-programs such as FAMIS) to guide patient access to care and to inform AFC Eligibility Guidelines and practices.
- Maintain the Eligibility area in an organized, tidy, welcoming, and inclusive manner for all patients and visitors. Fully maximize patient confidentiality and privacy within available resources and space.
- Maintain constant communication and coordination with Clinical and other program staff regarding patient needs, changes in operations, and exceptional circumstances.
- Support patient communications to include appointment reminder calls, signage, mailings, or other care-related needs.
- As needed, assist in collection of patient donations and store, and track these donations in accordance with clinic financial procedures.
- Serve as a member of the Eligibility team in conducting patient eligibility screenings in strict compliance with clinic policies and procedures.

- Welcome and orient new patients to the clinic, by providing overviews of program offerings and clinic resources.
- Ensure patients deemed ineligible for clinic services receive referrals for alternate care and supportive services as appropriate.
- As necessary, complete referrals for patients to receive needed, immediate services such as benefit application assistance, case management, or safety net resources.
- Provide back-up coverage and support as needed across administrative functions to include front desk/reception and patient calls.
- Provide administrative support to leadership and Clinic teams in carrying out projects, meetings, and special events as needed.

Qualifications:

- High school diploma or GED required. College preferred or equivalent combination of training and experience.
- At least 2 years' experience in an administrative, reception, customer service, internship, or volunteer role, preferably in a human services healthcare field.
- Bilingual in English and Spanish, spoken and written required.
- Must be committed to providing outstanding customer service and demonstrate strong interpersonal skills.
- 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.
- Ability to manage multiple tasks.
- Ability to demonstrate warmth and compassion for others, including when they are experiencing stress or frustration.
- Proficient with MSOffice and proficiency in patient EMR system(s) following basic training.
- Ability to uphold and maintain confidentiality of patient and clinic information.

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.

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

