



Bilingual Patient Advocate

The patient advocate provides the administrative support necessary to deliver quality, compassionate care. Key responsibilities include front office support, eligibility screening and general office procedures.

Reports To: Clinic Manager

Key Responsibilities:

- Checking patients in and out before and after their appointments
- Patient eligibility screening and updating
- Appointment scheduling
- Answering phones re: medications, referrals, and appointments
- Data entry
- Medical interpretation
- Assist with data entry and running reports
- Schedule diagnostic imaging and specialty referrals as needed
- Assist with volunteer scheduling and task delegation

Hours: 20 hrs/ wk between 8:15-5:00 pm Monday – Friday (possible occasional evening or weekend hours)

Key Qualifications:

- Spanish proficiency required (bilingual Spanish/English preferred)
 - Familiarity with medical environment/diseases (preferred)
 - Efficient organization skills
 - Clear communication skills
 - Comfortable using and entering data into computer
 - Ability to work and communicate with diverse populations
 - Decision-making skills for unpredictable patient scenarios
 - Capacity to multi-task
 - Proficient in computer software programs: Excel, Word, etc.
 - Ability to model CrossOver core values of Compassion, Integrity and Servant Leadership
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- Skilled at volunteer training and delegating with a welcoming manner
 - Bachelor's Degree preferred

APPLICATION PROCESS

SEND RESUME, REFERENCES TO INFO@CROSSOVERMINISTRY.ORG.

NO PHONE CALLS PLEASE.