



### **Bilingual Patient Advocate**

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

Reports To: Clinic Manager

Key Responsibilities:

- Checking patients in and out before and after their appointments
- Processing outside specialty referrals (coordinating between our practice, our patients and the outside specialty groups)
- Assisting with patient eligibility screening and updating
- Appointment scheduling
- Answering phones re: medications, referrals, and appointments
- Training and managing front office volunteers
- Medical interpretation
- Assist with data entry and running reports
- Schedule diagnostic imaging as needed
- Assist with volunteer scheduling

Hours: 40 hrs/ wk between 8:15-5:00 pm Monday – Friday including 1 evening a week and occasional Saturday clinics.

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
- Skilled at volunteer training and delegating with a welcoming manner
- Bachelor's Degree preferred

**APPLICATION PROCESS**

SEND RESUME, REFERENCES TO [INFO@CROSSOVERMINISTRY.ORG](mailto:INFO@CROSSOVERMINISTRY.ORG).

**NO PHONE CALLS PLEASE.**