

## **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: 20-25 hrs/wk between 8:15 a.m. and 5:00 p.m. Monday–Friday (possible occasional evening or weekend hours)

### Key Qualifications:

- Bilingual, Spanish or Arabic
- 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

To apply, send your cover letter and resume to [info@crossoverministry.org](mailto:info@crossoverministry.org). No phone calls, please.