

**Front Office Assistant**

**Volunteer Position Description**

**CrossOver Healthcare Ministry**

The mission of CrossOver is to provide high quality healthcare, promote wellness, and connect community talents and resources with people in need in the name of Jesus Christ. CrossOver is a 501(c)(3) non-profit organization that offers comprehensive healthcare services to the uninsured and medically underserved in our community, including: primary care, specialty care, pediatrics, dental, eye care, mental health counseling, HIV/AIDS care, OB-GYN, medications and medications management, and case management.

**Position Description**

The front office assistant is a position that assists the front desk operations such as check-in and ensuring clients are checked out at the completion of their medical visit, maintaining front desk forms, assisting clients with the completion of forms as needed and follow up on outgoing specialty referrals.

**Responsibilities**

* Safeguarding patient records and ensuring that everyone complies with the HIPAA standards
* Assist front desk staff with patient check-in and check-out
* Maintain patient/clinic forms
* Assist patients with the completion of patient intake forms
* Appointment reminder phone calls
* Update patient demographics as needed
* Follow up on Medicaid and uninsured specialty referrals

**Qualifications**

* Comfortable using computers and willing to learn how to use the Electronic Health Record system, eClinicalWorks
* Basic understanding of medical terminology
* Ability to take initiative and be proactive
* Flexible and able to adapt to change
* Strong communication skills
* Team player who can also work independently in a fast-paced environment
* Ability to maintain confidential information
* Must be at least 18 years of age (unless otherwise approved by Volunteer Manager)
* *Bilingual in Spanish and English is strongly preferred*

**Volunteer Expectations**

* Adherence to CrossOver policies and workplace regulations
* Understand and contribute toward the mission of CrossOver Healthcare Ministry
* Volunteers are expected to arrive on time for their scheduled shifts and to notify their supervisor if they will be late or unable to attend their shift. 3 last-minute cancellations or no-shows will result in dismissal from the volunteer program

**Time Commitment**

A minimum of 4 shifts per month (16 hours total) of volunteer service is expected for this position. Shifts are 4 hours each. The position assignment is for six months. This assignment is ongoing. The commitment may extend dependent on the need of CrossOver Healthcare Ministry and the performance of the volunteer.

**Volunteer Schedule**

Volunteer work hours will be determined by supervisor based on current clinic needs and the volunteer’s availability. The volunteer hours will fall within the below clinic schedules (please note, our clinics close at 12pm on Fridays; there are no Friday afternoon shifts available):

|  |  |  |  |
| --- | --- | --- | --- |
| **Henrico Clinic**  *8600 Quioccasin Rd. Richmond, VA 23229* | | **Richmond Clinic**  *108 Cowardin Ave. Richmond, VA 23224* | |
| Morning | 8:15am-12:30pm | Morning | 8:15am-12:30pm |
| Afternoon | 12:45-5pm | Afternoon | 12:45-5pm |
| Evening (M&Tu) | 5-8pm | Evening | *None at this time* |

**Work Environment**

* Work is performed mostly sitting at a desk behind a computer
* You will be interacting with patients at the front desk
* You will be working alongside front office employees

**Orientation & Training**

* Volunteer Orientation – Before training, the volunteer must attend the one-hour Volunteer Orientation given by the Volunteer Manager.
* Safety Protocol & Compliance Training – Every volunteer is required to complete compliance trainings within the first 30 days of their volunteer service. Trainings are housed on the Litmos learning management system. The volunteer will be given access to the trainings by the Volunteer Manager upon onboarding.
* Role-specific Volunteer Training – Provided by the Front Office Supervisor

**Supervision & Support**

The supervisor for this volunteer position is the Director of Operations. Support for this position is provided by the Front Desk Supervisor at both clinic locations.

**Benefits**

* Opportunity to enhance skills and learn new skills
* Opportunity to contribute toward the mission of CrossOver Healthcare Ministry and give back to the community
* Access to training library – volunteers have access to a library of professional development training through our learning management system
* Volunteer appreciation events
* References for employment or academic purposes, dependent on satisfactory performance

**Discontinuation**

We strongly request that you notify your supervisor and the Volunteer Manager a minimum of two weeks in advance of the time you plan to discontinue volunteering so the schedule can be adjusted accordingly. We would also like your feedback on your volunteer experience to help best improve our volunteer program.

**Location**

Opportunities for this position are available at both clinic locations:

* Richmond clinic: 108 Cowardin Ave. Richmond, VA 23224 (Bilingual in Spanish required)
* Henrico clinic: 8600 Quioccasin Rd. Richmond, VA 23229

**How to apply:** Please complete a non-clinical volunteer application on our website <https://www.crossoverministry.org/volunteers/> and select “Front Desk/Clinic Floater” under volunteer interest on the application.