



<https://www.lukeshouseclinic.org/>

Clinic Coordinator/Patient Navigator Intern

Role	Purpose	Accountabilities
Clinic Coordinator	Assure high-quality, well-coordinated patient care in the clinic.	<ul style="list-style-type: none"> ● Answer phone and schedule visits ● Perform patient check-in or check-out, satisfaction surveys, referrals, and prescription assistance ● Manage clinic workflow to provide effective care in a timely fashion
Patient Navigator	Build working relationships, solve problems and support patients while they learn to self-navigate the healthcare system.	<ul style="list-style-type: none"> ● Develop and monitor a continuum of care for clinic patients through the establishment of primary care and specialty care ● Coordinates available service resources to bypass barriers to care ● As applicable, help patients enroll to UMC Financial Assistance; attend and translate for patients at UMC
Over-the-counter Pharmacy		<ul style="list-style-type: none"> ● Maintain inventory ● Reconcile and place orders ● Coordinate with Program Director to repackage new medications and organize
Health Education/ Cooking Class		<ul style="list-style-type: none"> ● Support in developing, implementing and evaluating cooking class curriculum ● Prepare health education materials in English and Spanish for patients with low literacy levels
Asylum Clinic		<ul style="list-style-type: none"> ● Provide patient navigation and follow up care to all Asylum Clinic patients ● Track and analyze Asylum process outcomes for patients who assisted clinic

Qualifications:

English and Spanish fluency is essential to the success of this position. Applicants should be prepared to be interviewed in Spanish and English. The member must have a beginner's mindset and value the expertise of our community members regardless of their education level, immigration status, economic status, or any other qualifier. They must treat all people with dignity and respect.

Required Knowledge, Skills, and Abilities

- Must be fluent in written and spoken Spanish and English.
- Must be a self-starter who is able to learn quickly and have a strong work ethic.
- Proficient skills of Microsoft Office products (Word, Powerpoint, Excel).
- Must be a strong team player and be able to adapt to changes in workplace priorities.
- Must have strong time management skills.

Work Schedule

Intern will work 15-20 hours per week and must be available from 5:30PM to 9PM on Tuesdays and Thursdays.

Compensation:

Position will be paid \$15.00. Position may qualify as public health practicum for Master's students.

Please email a cover letter and resume/CV to director@lukeshouseclinic.org and edith@lukeshouseclinic.org with the email heading LH Intern Application. LH staff will do their best to keep all applicants informed during the interview process.