



Resource Team Assistant

POSITION SUMMARY

The resource team assistant is a part-time role (15-25 hours/week) supporting patient care at Ethne's clinic. This position primarily manages specialty care and diagnostic imaging referrals, assists patients with appointment scheduling, and supports Northside Financial Assistance Program applications. The assistant performs various clerical and organizational tasks, educates patients on clinic services, and maintains a positive clinic image. Key responsibilities include processing referrals, retrieving medical records, and supporting providers in delivering comprehensive care. The ideal candidate possesses strong organizational and communication skills, thrives in a fast-paced healthcare environment, and is committed to enhancing patient care beyond the clinic's primary scope of practice.

KEY RESPONSIBILITIES

- Schedule, cancel, and reschedule specialist and imaging appointments for patients as needed
- Assist the referral lead in communicating with patients on the day of referral submission and address and resolve any questions regarding referrals
- Support the referral lead in explaining the Northside Financial Assistance Program (FASP) to patients and assisting with qualification processes
- Monitor and respond to emails and voicemails in a timely manner
- Help providers locate patient resources, including but not limited to WIC assistance, Medicaid applications, SSI, SSI disability, food assistance, housing assistance, and baby needs
- Manage Athena boxes to ensure efficient workflow and timely submission of referrals
- Provide support to front desk staff and providers as needed

POSITION REQUIREMENTS

Skills:

- Demonstrate excellent interpersonal skills, working effectively with diverse ages, cultures, and temperaments among Ethne staff and patients, while maintaining kindness and professionalism
- Possess proficient computer skills, particularly with Windows-based systems and Microsoft Office; telephone operator experience is preferred
 - Type at a minimum speed of 45 words per minute

- Exhibit personal integrity through punctuality, honesty, attention to detail, ability to follow instructions, and willingness to learn from others
- Work independently, take initiative, and set priorities aligned with the clinic's needs and mission; multi-task and problem-solve effectively in a fast-paced environment
- Quickly learn and retain information regarding patient care procedures
- Adapt flexibly to changing or stressful conditions, including unexpected changes to work schedules or locations
- Communicate coherently and professionally with patients and co-workers, both verbally and in writing
- Understand and adhere to departmental and organizational policies and procedures, while embodying the mission of Ethne Health

Education Level:

- High school diploma

Experience:

- Technical training for medical office preferred; previous healthcare experience preferred. Bilingual candidates preferred.

ACKNOWLEDGEMENT

I hereby acknowledge that I have received a copy of my job description. I understand, in the event that I am hired, that it is my responsibility to review Ethne Health's expectations with my supervisor.

Print Employee Name

Signature of Employee

Date

Hourly pay range: \$18 to \$19 per hour

Please email all inquiries with cover letter and resume to kimberly.stewart@ethnehealth.org