

Eligibility Specialist (Bilingual- Spanish) FT-32 hrs

Health Insurance - Dental Insurance- Simple IRA

Lackey Clinic is seeking an outgoing, self-reliant professional who has a passion for improving health access in our community for uninsured, working-class adults in the healthcare gap. Lackey Clinic is a faith-based nonprofit that provides compassionate, free, and low-cost healthcare to adults who earn too much to qualify for Virginia Medicaid but not enough to afford quality health insurance. The Eligibility Specialist position is instrumental in educating community partners about the services Lackey Clinic provides and cultivating relationships with referral sources, both for patient enrollment and for patient social determinant of health needs. One of the most rewarding parts of this position is the opportunity to engage directly with our patients and assist them in successfully enrolling. This role is a highly visible and perfect for an outgoing individual who is passionate about health equity. Lackey Clinic offers a fun, professional work culture where staff, volunteers and patients are treated like family.

Responsibilities:

- Expertise in Lackey Clinic's eligibility criteria, enrollment process and services available to patients; must be able to effectively communicate information about the clinic to various audiences via public speaking, written communications, one-on-one conversations, and groups.
- Represent Lackey Clinic and promote the services we offer to the community by creating and maintaining relationships with a wide range of community and professional partners (non-profits, hospital and outpatient medical facilities, community centers, small businesses, and local county chambers)
- Provide public speaking, presentations and attend community events to promote Lackey Clinic to the community. Occasional evening and weekend attendance is required. *
- Import online patient applications and patient recertifications into database. Work directly with Spanish speaking clients to complete and maintain patient enrollments online, by phone and in person. Scan and upload required documentation into patient files.
- Assist in supervision/training of eligibility volunteers
- Refer patients with urgent medical or dental needs to Lackey Virtual Urgent Care and coordinate with Lackey Virtual Urgent Care RN.
- Work directly with clinical, dental, pharmacy and patient care teams to address patient and organizational needs.
- Compassionately refer patients with identified social determinants of health needs to community partners via "warm handoff."
- Track data and other metrics regarding activities and number of individuals reached
- Practice HIPAA compliant work practices and maintain patient confidentiality and professional boundaries.

Qualifications and Skills:

- Bachelor's degree in health science/social science or 4+ years related experience.

- Strong computer skills and ability to navigate database software
- Excellent public speaking, oral, and written communication skills in both English and Spanish (Bi-lingual)
- Knowledge of local community non-profits and community partners
- Must be able to obtain EPIC training and certification
- Must pass criminal background check and drug screening
- Self-motivated, ability to work independently and manage time efficiently
- Ability to work well with diverse populations
- Must have reliable transportation

Compensation and Benefits:

\$18-20 hour (based on experience), 32 hours a week; flexible schedule

This is a full-time position with benefits