**Appendix C4:**

**Job Description: Human Service Specialist**

**We are looking for Human Service Specialists (HSS) who are inspired to deliver a first-rate experience to our most valued stakeholders: our patients. As some of the first people to encounter our patients, Human Service Specialists are entrusted with welcoming them and ensuring that the visit is memorable and hassle-free.**

**Human Service Specialists take pride and ownership of patient interaction and do this by assisting individuals and families to enroll in or maintain health coverage. They are valuable resources to our patients as they help determine initial and on-going eligibility for programs such as Medi-Cal, Healthy Families, F-Pact, pre-natal programs and other assistance programs. The ideal candidate has a passion for service. To be successful, you need to enjoy interacting with people from diverse backgrounds, to feel energized by a fast-paced clinic environment, and remain calm under pressure. Human Service Specialists should have a track record of impeccable attendance, good performance and serving others while being friendly and helpful in seeking ways to support other colleagues.**

**Major Areas of Responsibility include but are not limited to:**

**Customer Service**

* Greet visitors, ascertain purpose of visit, and register patients in the appropriate electronic system
* Determine source of payment by verifying program eligibility in government or insurance plans
* Hear and resolve patient complaints or escalate appropriately
* Participate in problem-solving to assure targets for revenue and customer satisfaction are met
* Answer telephone inquiries and provide information or route incoming telephone calls to the appropriate person or department.

**General Office Duties**

* Perform general office duties such as sorting mail, filing and photocopying
* Receive and route messages or documents, such as laboratory results, to appropriate staff
* Retrieve and enter data into medical records system
* Assist patients in completing forms
* Operate standard office equipment including computer, calculator, fax and copy machines
* Screen and monitor requests, completing or routing as assigned
* Inventory stock, order, and verify receipt of medical, lab, or office supplies or equipment
* Perform record keeping duties as required

**Commitment to Quality**

* Contribute to a welcoming clinical space and healthy work environment through proactive relationship building, direct communication, and practicing sound judgment
* Communicate and work effectively with all members of the care team to best serve patients
* Participate fully in huddles, staff meetings, team building activities and assigned development opportunities
* Adherence to La Clínica’s ethical and professional standards, including policies and procedures
* Complete required trainings and policy acknowledgements in timeframes granted
* Perform other related duties as required.

**Minimum Job Requirements**

**Knowledge**

* Knowledge of basic medical/dental terminology and office procedures and processes
* Effective approaches to customer service delivery
* Modern medical office and computer systems and applications, especially MS Word, Outlook
* Knowledge of Electronic Health Records and Electronic Practice Management systems preferred
* Knowledge of general practice and procedures of bookkeeping, accounting, auditing, and computer systems

**Abilities**

* Demonstrated good judgment in identifying effective solutions or approaches to customer service related problems
* Ability to maintain strict confidentiality regarding patient information
* Clear and effective written and verbal communication skills in English
* Ability to follow oral and written instructions
* Bilingual in English and Spanish required
* Ability to perform arithmetic calculations
* Minimum typing speed of 25-30 wpm
* Self-motivated and able to work independently as well as collectively to complete daily tasks
* Ability to perform detailed administrative work methodically with speed and accuracy
* Demonstrate flexibility and ability to accept changes gracefully
* Ability to work professionally and collaboratively in team environment
* Ability to communicate and work congenially with people from various ethnic, socio-economic, and educational backgrounds and life experience
* Ability to participate with other staff in Saturday and evening rotation

**Experience and Other Certifications**

* High school diploma/equivalent
* One year of experience in a clinical or similar professional office setting
* Meet all health clearances required for healthcare settings
* Experience with public medical assistance programs (Medi-Cal, Disability, etc.) including eligibility criteria; or credit and collection work for medical assistance through personal interview
* Certification in Application Assistance (CAA) preferred.

**Full-Time/Part-Time**Full-time

**Salary Range**$21.71 - $27.55 Per Hour