

## SAMARITAN HOUSE POSITION DESCRIPTION



**Neighbor helping Neighbor**

[www.samaritanhousesanmateo.org](http://www.samaritanhousesanmateo.org)



Position Title:	<b>Medical Receptionist</b>
Candidate:	VACANT
Department:	San Mateo and Redwood City Clinics
Supervisor:	Associate Director of Clinic Operations and RWC Clinic Manager
FLSA:	ON CALL/Non-Exempt/Hourly \$17.50
Effective Date:	ASAP

Since 1974, Samaritan House has grown to become San Mateo County's leading non-profit that brings a new level of hope, dignity, and empowerment to people living in poverty as they fulfill immediate needs and guide people to self-reliance. Recognized as a role model in the community, Samaritan House is the largest food distribution agency in the county. Its other free services include shelter and housing assistance; medical and dental clinics; clothes for children; personalized case management and much more. We do this with the help of an excellent team of dedicated staff and volunteers. People who come to Samaritan house are welcomed with a smile by friendly, helpful staff, which quickly builds trust and breaks down the stigma associated with being in need. They also discover that Samaritan House takes a holistic approach to poverty that goes beyond food, shelter and clothing. Serving a client is not a single transaction but the start of an on-going relationship to move individuals and families towards self-reliance. At Samaritan House we strive for excellence and leverage community resources to find and implement creative solutions for our community's needs. We believe in providing our team with supportive work environments and opportunities for development. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and excellent work ethics. We welcome candidates who love working with people of diverse backgrounds who seek to make a difference by helping us create a caring compassionate community helping our neighbors in need.

The On Call Medical Receptionist provides front-office support for the volunteer and paid staff at Samaritan House Clinics, which provides free medical care for uninsured, low-income families in San Mateo County. This position will be an important part of the team that makes a difference in the lives of nearly 1000 neighbors every year. The medical receptionist must maintain a flexible schedule as needed for the program's success. This may include occasional weekends, days, early mornings, evenings and holidays, Advance notice to work and urgent notice to work. This position will collaborate, support and provide guidance to a team program staff and volunteers as needed. Assist with set up of systems as appropriate and ensure excellent quality service delivery. This position prefers a bilingual and bicultural Spanish Speaking candidate in order to successfully serve our mostly Spanish speaking clientele of the Samaritan House free clinics but not required.

## CANDIDATE QUALIFICATIONS

**Preferred job requirements and qualifications for the position are as follows:**

**Education and Licenses-** - High School graduate/GED. Preferred Bachelor's in business administration or medical administration.

**Experience-**

- Minimum 2 years of experience performing medical front office work; Certified MA desired.
- Non-Profit experience helpful.

- Excellent computer proficiency with Microsoft Office Suite.
- Bilingual/Bicultural Spanish preferred.
- Minimum 2 years working with individuals experiencing challenges such as poverty, homelessness is preferred
- Ability to type 30-45 WPM

#### **Knowledge, Skills and Abilities-**

- Demonstrated ability and knowledge of various types of medical terminology and medical administrative tasks.
- A proven commitment and ability to professionally engage constituents who are experiencing very stressful life events/situations in an empathetic, compassionate and non-judgmental manner.
- Ability to work in a fast paced work environment and successfully work well under pressure. Must be flexible and able to successfully prioritize and multi-task.
- Must demonstrate the ability to have professional boundaries in working with all constituents  
Must be solution-focused and organized in achieving objectives with all
- Must be able to motivate and organize self to complete tasks with service users.
- Excellent oral and written communication skills in both English and Spanish; ability to respond to management direction and clearly communicate with staff; ability to complete tasks on time or notify the appropriate person when necessary.
- Excellent computer proficiency and data entry required including but not limited to Microsoft office Suite, and Windows-based operating systems; ability to learn new computer databases quickly.
- Ability to gather and analyze data, prepare accurate and concise reports and recommendations for the resolution of systems issues if needed.
- Ability to exercise appropriate judgment and discretion in handling all matters. Must maintain confidentiality in all aspects of the work environment; ability to make prudent and timely decisions; ability to explain reasoning for decisions.
- Ability to deal professionally including tactfully, diplomatically and objectively with consumers, providers, gov't and elected officials, and public.

#### **Other Preferred Skills & Abilities:**

- Ability to conduct business within agency values and professionalism; exercise appropriate judgment and decision making under normal and stressful conditions is required. Established ability to exercise all business with high integrity and ethics. Maintain and operate within confidentiality policies for industry and agency.
- Excellent organizational, multi-tasking and prioritization skills required
- Strong Communication Skills are required. Candidate must be able to consistently, regularly, effectively and clearly communicate with constituents and staff with diverse experiences.
- Must have excellent interpersonal, relationship building skills; excellent initiative and ability to work independently and with teams; ability to identify and resolve issues proactively.
- Candidate must be able to travel between the Agency's various sites; valid driver's license, good driving record and a registered and insured vehicle required.
- Ability to adapt to changes swiftly and successfully and respond to delays or unexpected events in the work environment; ability to manage competing demands and prioritize tasks; ability to change approach or method to best fit the situation.
- Ability to maintain focus for extended periods of time;
- Ability to consistently and reliably work all scheduled hours.
- Ability to create and maintain excellent relationships with all constituents, excellent customer service. Awareness of and sensitivity to the service population's culture and socioeconomic characteristics.

### **PHYSICAL REQUIREMENTS AND BACKGROUND CHECK**

Incumbent must have the physical, visual and auditory ability to perform the essential functions of the job and respond to emergencies with or without reasonable accommodations. Reference checks will be performed prior to commencement of employment. Candidates must be able to provide information to satisfy the Agency's Back Ground Check Process.

Activities may include but not limited to repetitive hand/arm motion (dental work), extended periods of standing, sitting at a patient chair, occasional travel, occasional bending, pulling, pushing, reaching, lifting and carrying up to 20 pounds, walking. Incumbent must be able to work in a high stress and fast paced work environment managing crisis intervention. Protocol for safety and security is a priority.

## ESSENTIAL FUNCTIONS OF THE POSITION

INCLUDING BUT NOT LIMITED TO:

1. Deliver high quality administrative support services. Serve as primary point of contact for patients.
2. Help patients navigate the health care system and connect to resources in the community.
3. Greet and check-in patients.
4. Answer and route multi-line phones; take phone or visitor messages and deliver to the appropriate individuals.
5. Retrieve clinic voicemails and route messages appropriately.
6. Schedule and confirm appointments internally and with external partners.
7. Develop expertise with electronic practice management system.
8. Create, maintain, retrieve, and file patient charts.
9. Receive and route incoming supplies.
10. Receive, sort and route incoming and outgoing mail and faxes in a timely manner.
11. Communicate with staff, volunteers, and patients to ensure optimal patient flow.
12. Under direction of the medical director, proactively reach out to patients to promote optimal population health.
13. Participate in care team huddles.
14. Promote a pleasant and harmonious environment for patients, staff and volunteers.
15. Have a basic understanding of Samaritan House key operating areas to direct visitors, clients and outside callers to the appropriate Samaritan House personnel.
16. Perform miscellaneous administrative duties including preparing new charts; preparing labels for charts; filing; photocopying; printing, confirming, and distributing daily volunteer schedules; and assisting in coordinating volunteer activities in the reception area.
17. Special projects and other duties as needed.
18. Collaborate internally as needed with various programs and levels involved with the operations of Free Clinics.
19. Assist managers in ensuring adherence to policies and procedures regarding clinic operations. Must work within Agency, local, state, Federal or industry regulations at all times.
20. As assigned, represent Samaritan House both internal and external to the agency.
21. Provide support to Clinic Manager/Associate Director/Director as needed.
22. Attend all assigned meetings and trainings as needed and positively represent Samaritan House in all internal and external venues. Ensure staff does the same.
23. Ensure safe work environments for all and complete all incident reports within 24 hours or immediately. Ensure staff does the same.
24. All other duties as assigned.

## ACKNOWLEDGMENT OF POSITION

*Please sign below in acknowledgment that you have received and understand the description of your job as On Call Medical Receptionist .*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director of Human Resources

\_\_\_\_\_  
Date