



Job Opportunity

The **Volunteer Healthcare Clinic** is looking to hire a Part-time, **BI-LINGUAL Patient Advocate** to provide support with patient follow up including case management and patient advocacy efforts. The Patient Advocate provides social service and community referrals for patients as well as identifying and proactively handling other patient inquiries and needs. The ideal candidate will be a compassionate, detail-oriented person who can work independently - and follow through accordingly - and who functions well as part of a small, close-knit team.

Job Summary / Highlights

- Provides case management services to patients to help them obtain needed care and/or services
- Refers patients to programs & services and assist patients with the enrollment process as necessary
- Provides information about special VHC programming and coordinates patient sign up process
- Meets with the parents of pediatric patients to determine eligibility for Medicaid/CHIP program
- Maintains tracking of all referrals including the type and quantity and assists in reporting efforts
- Maintains a resource directory and distributes referral information as needed
- Assists the Program Director & Case Management Nurse with follow up patient care as needed or as requested
- Flexible hours
- Reports to the Executive Director

Work Schedule: 20 hours per week

- Flexible: Daytime, Evening or Weekend Hours available – *we will work out a 20-hour schedule that works best for candidate and the Clinic.*

Required Education / Experience / Skills

- **MUST BE BI-LINGUAL IN SPANISH** (*written and spoken*)
- Excellent communication, interpersonal and customer service skills
- Caring individual who can provide culturally appropriate care to people in need of services
- Computer knowledge & skills; ability to learn & become proficient on AthenaNet, VHC's Electronic Medical Records (EMR) system
- Bachelor's Degree preferred
- Study in Social Work or related field preferred
- A minimum of 1 year experience in case management & making referrals
- 1 year as volunteer in agency preferred

If interested, please **send a cover letter** and your resume to mroe@volclinic.org or by mail to:

Volunteer Healthcare Clinic
4215 Medical Parkway
Austin, TX 78756
Attn: Executive Director

Please check out our website at www.volclinic.org to find out more about the Volunteer Healthcare Clinic.