



Title: Patient Care Coordinator
Department: Gateway Grace Dental Clinic
Location: Dental Clinic
Reports to: Executive Director

JOB SUMMARY

The Patient Care Coordinator is an exceptional office leader joining a supportive leadership team who desires to serve the community together. Must be able to connect empathically with patients, volunteers and donors and seek to transform their experience. This position will manage daily front office operations, ensure the efficient running of the dental office in accordance with established procedures and protocols. Skilled in communication, planning and organizing, good judgment and decision-making in a teamwork customer service-oriented environment.

HOURLY RATE & STATUS: \$20-25 DOE and partial benefits; 25 hours per week with potential for more hours

DUTIES AND RESPONSIBILITIES:

- Manages volunteer schedules for dentists, dental hygienists, dental assistants and other volunteers
- Creates, establishes and manages office protocols, procedures and job descriptions
- Follows and enforces office policies
- Maintains patient confidentiality, including handling of PHI in accordance with federal (HIPPA), state and local laws
- Manages office budget and expenses/spending
- Coordinates with Executive Director for marketing the clinic itself, for new patients and volunteer dentists
- Coordinates with Executive Director for finding funding for the clinic
- Oversees daily office activities and provides direction and guidance to staff/volunteers as needed
- Manages front desk with appointments and phone calls
- Works on building relationships with other agencies in the community
- Reviews and approves vacation for staff
- Sets the tone for the office
- Ensures operational readiness of the clinic
- Collects payments from patients in accordance with the Gateway Grace policies and procedures

- Verifies patient's income and eligibility in accordance with Gateway Grace's nominal fee policy
- Coordinates continuity of care in accordance with Gateway Grace referral policy
- Performs all other assigned duties and activities in a timely manner

KNOWLEDGE, SKILLS, & ABILITIES

On-the-job training & continuing education opportunities are available. This person must be:

- Bilingual in English and Spanish a priority
- Self-motivated
- Flexible to respond to varying work from day to day, deal with emergencies, identify problems quickly and take immediate action
- Knowledgeable about patient confidentiality practices, including handling of PHI in accordance with federal (HIPPA), state and local laws
- Able to concentrate on job while other things are going on around one
- Personable and engaging while communicating with various constituents

Preferred Qualifications:

- Experience with EHR software
- Experience in administrative clinic settings preferred
- Experience in volunteer management preferred
- Familiar with patient schedule, queuing and referral management

OPEN UNTIL FILLED: Applications will be considered immediately and the position is open until filled

PHYSICAL REQUIREMENTS

- Job requires ability to sit for long periods of time, bending, lifting, carrying, pushing and loading

WORKING ENVIRONMENT

- Generally fast paced environment
- Follows current COVID protocols

HOW TO APPLY:

To be considered for this position, submit a cover letter describing your interest in this position and a complete resume to laura.pascoe@pacsonline.org

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