

## JOB DESCRIPTION



**Position:** Dental and Pharmacy Assistance Programs Coordinator

**Supervisor:** Allied Programs Manager

**Job Classification:** Regular Employee; Non-Exempt 1.0 FTE

**Hours of Work:** Full-time Monday through Friday

### **Job Summary:**

Coordinator is responsible for day-to-day operation of the Free Clinic's Dental program. This includes performing intake of potential Dental program patients; referring patients to appropriate community dental resources; scheduling patients for the Free Clinic's on-site dental clinics; and coordination of on-site clinics with the mobile dental van purveyor. The Coordinator is responsible for the efficient operation of on-site dental clinics and positive experience for volunteers. The Coordinator will consult with the Dental Advisory Committee Chair and consultant(s) as required.

This position will also operate the Free Clinic's pharmacy assistance programs. This includes performing intake of potential assistance program patients; collection and submittal of patient financial information to pharmaceutical programs; researching availability of pharmaceutical assistance programs to support patient needs; and receipt and proper distribution of medications.

### **Responsibilities:**

- Patient Screening for programs
- Scheduling of patient visits and appointments
- Handle inbound calls and answer patient questions
- Serve as program internal resource for other staff and medical program volunteers
- Maintain EHR EagleSoft Dental
- Provide referrals for continuing dental care
- Locate and provide community dental resources for patients
- Work closely and develop relationships with our community dental partners
- Offer assistance in locating patient options for dental procedures/treatment
- Research new and current pharmaceutical assistance programs for patient needs
- Assist patients in completing and submitting pharmaceutical assistance program paperwork
- Receipt and proper storage of medications
- Proper distribution of medications to patients
- Data collection for dental and pharmacy assistance programs
- Maintain patient confidentiality
- Related duties as needed

### **Qualifications and Skills:**

- High school diploma (Associate or relevant Bachelor degree preferred)
- Spanish bilingual required
- 2 or 3 + years' experience in a clinical or social service setting

- Ability to prioritize task based on importance
- Excellent communication and problem-solving skills
- Advanced experience with Microsoft Office suite, including Word and Excel
- Ability to work in a team-based environment
- Knowledge of HIPAA regulations
- Knowledge of medical and dental terminology is a plus