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| **Job Title**: Front Office Coordinator | **Job Purpose** |
| **Department:**YUGM Medical Care Center | This position provides leadership in the YUGM Medical Clinic by coordinating all front office operations including managing volunteers and supervising front office personnel; implementing methods to optimize workflow including data collection and evaluation; and providing client and patient support. |
| **Location:**1300 N 1st St Yakima, WA 98901 |
| **Reports to:** Medical Clinic Director |
| **Classification:** Full Time |
| **Salary Grade:**TBD |

**Union Gospel Mission Purpose, Vision and Value Statement**

Our mission is to follow Christ in helping people move from homelessness to wholeness, so that every homeless person in Yakima County has the opportunity for permanent life transformation in Jesus Christ.

All Mission programs and services are based on Christian values and a commitment to quality. Clients are our primary focus; love, professionalism, and outcomes are our core values. Relationships are the context, the engine, and the reward of the change we exist to produce.

**Essential Personal Qualities**

To perform the job successfully, an individual should demonstrate the following competencies:

**LOVE**

Improves the reputation of Christ by personal interactions with others.

Remains relationally available, present, and authentic in all contexts.

Demonstrates genuine and sacrificial care for the wellbeing of others.

Pursues God personally, relationally, emotionally, and intellectually.

**PROFESSIONALISM**    
Is consistently at work, meetings and appointments and on time.

Meets deadlines and fulfills commitments with thorough follow-though.

Proactively measures work to ensure learning, improvement and success.

Communicates effectively in written form.

**LEADERSHIP**

Constantly pursues growth, learning, and improvement.

Thinks creatively, strategically, and spiritually.

Regularly sought by others for input and value.

Maintains mission-clarity and a godly example under stress.

**Duties and responsibilities**

**Culture Work**

* Establishes professional, caring, strengths-based relationships built on truth, respect, encouragement and trust.
* Maintains a high level of integrity in modeling and promoting the Mission’s Christian culture, core values, policies and procedures.

**Team Work**

* Works as a member of the Medical Care Center team to solve organizational problems and accomplish shared goals in pursuit of strategic and financial priorities.

**Direct Work**

* Manages front office volunteers, externs, and additional personnel in all aspects of job performance including training, supervision, and evaluation.
* Works with the YUGM Volunteer Director, Clinic Director and Medical Director to develop and change job descriptions as needed, and assist with communicating needs to outside organizations about volunteer/employee placement.
* Assists the Clinic Director in developing ways to optimize Clinic operational flow.
* Provides lead role in telephone and walk-in reception.
* Provides information and referral for clients, updates resource information as needed.
* Oversees patient chart creation and management.
* Performs chart and medication program data entry
* Keeps office and waiting area in order
* Assists with medication calls when others are busy or absent.
* Assists at morning and evening clinics as staffing needs require.
* Assists with health promotion, education, and awareness
* Community health and development (community health interventions involving leaders at the community, institutional and legislative level)

**Qualifications**

* Interest in and the ability to understand and relate to low income populations
* Works well in a collaborative, team environment, and with volunteers
* Bilingual in Spanish and English
* Good communication and problem solving skills
* Empathy and compassion toward patient needs
* Understanding and ability to apply principles and rules of confidentiality
* Ability to pay close attention to details
* Computer, typing, design, and grammar skills
* Organizational skills
* Ability to handle phone inquiries in a professional manner
* Good written and verbal communication skills
* Medical assistant training or work experiences

**Working conditions**

The primary duties of this position are performed in a well-lighted, temperature-controlled environment.  The noise level in the environment is usually moderate.

**Physical requirements**

**Daily Physical Demands**

Sit and review information on a computer screen or on paper for extended periods of time

See and hear

Speak English and Spanish clearly and fluently

Walk, climb, balance and stoop, reach with hands and arms, use hands to finger, handle or feel

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| **Staff Signature:** |  |
| **Print Staff Name:** |  |
| **Supervisor Signature:** |  |
| **Date:** |  |