



Health Access Program Coordinator

Located in Littleton, Colorado, Doctors Care is a private nonprofit 501(c) 3 organization dedicated to improving health access for low-income individuals in the South Metro Denver area. Through its integrated primary care clinic and programs designed to address socioeconomic barriers to health and well-being, thousands of individuals have access to quality, affordable primary and specialty care and support services. The Coordinator is the organization hub of Health Access Programs: assisting clients, volunteers, and staff with program specific needs, managing the program schedules and intake paperwork, answering the phones, and managing voicemails. Health Access Programs aims to improve access to care and well-being for underserved individuals in our community. The programs include Health Navigation, Connect to Coverage, and Premium Sponsorship.

Job Responsibilities

- Answer incoming calls and manage program voicemails in timely manner.
- Ensure a client centered approach in all client interactions including: screening, educating, and scheduling clients, managing client paperwork, and any other client outreach activities.
- Manage program schedule, including communicating with front desk about daily schedule, completing reminder calls, and updating with cancellations and no-shows.
- Support accurate data entry by managing data auditing activities.
- Coordinate closely with Doctors Care clinic to integrate the Health Access Program with clinic services for patients.
- Maintain up to date workflow binders for Coordinator position and department volunteers; may include organization, editing, and creating workflows.
- Manage team projects and volunteer activities to ensure ongoing volunteer engagement.
- Support team with special projects and other activities as needed.
- Participate in community events to provide education about Doctors Care and services provided.
- Occasionally provide services or outreach support outside normal work hours.
- Actively participate in staff, team, and individual supervision meetings.
- Support other team members and maintain a positive collaborative attitude.

Qualifications

- Bilingual in Spanish required.
- Computer proficiency required.
- Excellent interpersonal and customer service skills with the ability to explain and summarize in plain language detailed and sometimes complex concepts.
- Basic knowledge of health insurance and health service delivery preferred.
- Ability to prioritize work duties, perform follow through in a timely manner and to practice principles of effective time management is essential.
- Ability to accurately write professional business correspondence.
- Must be willing to step in and assist other co-workers as needed without direction to do so; e.g., be self-initiating.
- Ability to learn and adapt to quickly changing environment.

Desired Education and Experience

Relevant experience working in a health care setting, working with health insurance, or working in human services preferred but not required. Preferred minimum of Associate Degree and 1+ year administrative experience.

Compensation \$15.00-15.50/hour with excellent insured benefits, vacation, PTO and holiday pay.

Send resume and cover letter to aharden@doctorscare.org

