



Alliance Medical Center is seeking to hire a *TEMPORARY* FULL TIME Clinic Flow Navigator (Screener/Greeter) - Bilingual Spanish

We are in the midst of the biggest public health crisis of our lives where every aspect of the way we live is affected. Alliance Medical Center has been at the forefront of the Covid-19 response in Sonoma County. This is a great opportunity to share your work with an organization that cares for the community of Healdsburg, Windsor, Geyserville, and beyond.

At Alliance Medical Center (AMC), we believe everyone deserves the highest quality care. We provide primary and specialty medical care, behavioral health and dental care within a broad array of services - including prenatal, all ages dental care, mental health, nutrition health services - that help our patients live healthier lives.

Our mission is to improve the health and wellness of our diverse communities. We provide accessible, caring, and high-quality healthcare services. We are a recognized Federally Qualified Healthcare Center (FQHC) leader in improving the health of our communities. We are proud to serve a diverse population of approximately 13,000 predominantly Spanish-speaking patients. We love what we do and continually strive to provide the best services our patients demand.

AMC's Healdsburg and Windsor Medical locations are both recognized PCMH (Patient Centered Medical Home) sites and we are proud to be eligible to recruit National Health Service Corps Scholars, Physicians, and Registered Nurses with student loan repayment needs with Highest HPSA Primary Care score 18!

Alliance Medical Center is currently seeking a *TEMPORARY* FULL TIME Clinic Flow Navigator / Screen / Greeter to join our team!

What you will do at AMC:

AMC has an immediate need for a Temporary Clinic Flow Navigator / Screener/ Greeter to work with our Front Office Operations team. Temporary Clinic Navigator/Greeter main focus will be welcoming AMC patients and performing miscellaneous Clinic duties.

Duties may include:

- Screens and greets patients and guides patients, public, and visitors at AMC to the appropriate place;
- May support Front Office and AMC team members with scheduling Patients with appointments and communicating the day, time, place;
- Adheres to the Privacy Act as it relates to the confidentiality of information provided by callers;
- Temporary Clinic Flow Navigator/Screener/Greeter may use Microsoft Office Word/Outlook, medical software, and ability to type;
- Will be able to work with management and escalate patient issues to the appropriate designated staff for resolution, as needed;
- May track and document all inquiries using the applicable and established systems and processes;
- May utilize databases and written materials to look up and provide information to telephone inquiries;
- May respond to telephone inquiries within the set departmental staffing and time parameters;
- Other duties as assigned.

The Temporary Clinic Flow Navigator/Screeners/Greeter at Alliance Medical Center has the following qualifications and skills:

- Bilingual Spanish, required.
- Is presentable and comfortable working with the Public with good communication skills.
- Encompasses basic customer service skills.
- Able to work independently with the Public while being supported by a team.

Employment Status: This position is a W-2, non-exempt hourly role and is temporary to provide additional support for AMC. Incumbent will not receive employee benefits. This position is of limited duration and temporary in nature, assignment may be *up to 12 weeks depending on start date with potential to extend upon mutual agreement.*

How to apply:

Please submit your resume through Indeed or fax it to (707) 385-2148

Alliance Medical Center is an Equal Opportunity Employer. No third party recruiters please.

Job Types: Full-time, Temporary

Pay: From \$22.00 per hour