



Position: Clinic Liaison
Department: Health & Mental Health Services
Reports to: Front Office Manager
Salary: \$15.00/hr
Status: 50%, Part-Time, Non-Exempt, Union
Probation: 90 days
Benefits: N/A

JOB SUMMARY:

Under the direct supervision of the Patient Services Supervisor, the Clinical Liaison will be responsible for the following:

ESSENTIAL FUNCTIONS:

- 1) Adhere to and assist in the implementation of all Business Office procedures.
- 2) Rotate on a monthly basis to all departmental stations including Front Desk, Medical Records, and Phones.
- 3) Greet clients at the reception area and during telephone conversations to ensure a welcoming, pleasant and professional response to all clients and interoffice relations.
- 4) Front desk reception, including patient check-in, scheduling of patient's appointments, and making preliminary assessments of clients in order to ensure appropriate client services.
- 5) Record all collections of client payments or co-pays for services rendered, and assure accurate monetary transactions, daily balancing and reconciliation sheets.
- 6) Maintenance of all daily and monthly schedules for medical, mental health and social services personnel.
- 7) Check client's eligibility status with insurance carrier including completing Medi-Cal reservations for care (TARs).
- 8) Assist in the maintenance of the medical records filing system, including routing charts to providers, accurate record-tracking, filing medical records, loose-sheet sorting and filing.
- 9) Process record requests for outside entities in a timely manner while adhering to confidentiality practices and procedures.
- 10) Clinic phone coverage, including scheduling and canceling appointments, placing appointment reminder calls, and providing general information about services offered.
- 11) Train and work with clerical volunteers as needed.
- 12) Perform daily administrative functions as assigned, such as word processing, general communications (voice, written and electronic).
- 13) Attend and actively participate in staff meetings including internal staff trainings as needed.
- 14) Special projects and other duties as assigned.

JOB QUALIFICATIONS AND EXPERIENCE:

- 1) One to two years of healthcare office experience preferred.
- 2) Able to work flexible hours including Saturdays and Evenings.
- 3) Excellent verbal and written communication skills.
- 4) Strong organizational, detail and interpersonal skills, with a demonstrated ability to work as a team member in a high-client volume environment.
- 5) Typing speed of forty-five (45) wpm.
- 6) Knowledgeable in computer software, with the ability to work: word processing, spreadsheets, Internet, etc.
- 7) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment;
- 8) Experience working with the LGBT community and familiarity with issues of particular relevance to LGBT people;
- 9) Have a passion for the Center's work and its mission to make the world a better place for LGBT people;
- 10) Strong Customer Service Skills required;
- 11) Bilingual a plus (English/Spanish preferred).

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.