



WASATCH HOMELESS HEALTH CARE, INC.
POSITION POSTING

Position Title: Intake and Enrollment Associate

Department: Administrative

Supervisor: Eligibility and Patient Service Team Lead

Status: Full Time (40 hours per week)

FSLA Status: Non-Exempt

Amount of Travel: None

Salary Range: \$11.50/hr.- \$12.00/hr.

Organization Overview

Wasatch Homeless Health Care, Inc. (WHHC) dba Fourth Street Clinic, Salt Lake City's leading nonprofit health care provider for homeless Utahns that operates with a core staff of 50 and a volunteer network of more than 150. Annually, the health center provides services to over 5,000 homeless men, women and children with 34,000 medical, behavioral health (including substance abuse), dental services, case management and health education classes. Fourth Street Clinic has an onsite pharmacy that provided over 60,000 prescriptions.

Core Responsibilities Intake Services:

- Work with individuals looking to access services in the clinic to complete necessary paperwork and enroll as a patient.
- Provide excellent customer service to all individuals—patients, visitors, and community partners.
- Ensure patient data is entered into the clinic's electronic health record in a timely and accurate manner, and is current and up to date.
- Answer phones and schedule appointments
- Provide basic clinic and insurance information in a fair, accurate, impartial and culturally sensitive manner.
- Screen and educate patients for/on affordable health insurance programs and provide information on how to access enrollment assistance.
- Verify patient's health insurance status and when possible verify a patient's health insurance prior to check in.
- Assist patients in accessing clinic services by providing information, signing them up for waitlists, provide appointment reminders, and answering questions.
- Monitor the waiting room to maintain a good waiting room environment; and notify staff as necessary when problems arise.
- Participate in activities and training opportunities to enhance job satisfaction as well as performance.
- Ensure that all necessary intake documents are scanned into the medical record—including but not limited to new patient and annual intake packets.

**Qualifications:**

- High school diploma
- 2-3 years or more customer service, administrative, or front desk experience
- Preferred Spanish-speaking
- Knowledge of the Microsoft Office Suite and general computer proficiency
- Experience managing a multi-lined phone system
- Experience with or knowledge of electronic medical records systems or any experience in a medical office preferred

If interested, please send resume and cover letter to: jobs@fourthstreetclinic.org **No phone calls please.**

Fourth Street clinic provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as covered veteran in accordance with applicable federal, state and local laws. Fourth Street Clinic complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Fourth Street clinic expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Fourth Street Clinic employees to perform their expected job duties is not tolerated.