



**Job Title: Patient Eligibility and Financial Assistance Liaison**  
**Reports To: Business Director**  
**FLSA Status: Hourly**  
**Schedule: Part Time (15 -20 hours per week)**

**SUMMARY:**

The Clinic is a free health care clinic serving the Greater Phoenixville Region. Our mission is to provide quality healthcare to the uninsured and underserved in an atmosphere that fosters dignity and respect for our patients. The Clinic serves more than 1,500 patients per year, employs a team of full-time and part-time professionals, and utilizes volunteers in healthcare and public health to ensure we are meeting the needs of the community.

We are looking for someone to join our team as Patient Eligibility and Financial Assistance who will facilitate, monitor, and maintain patient financial eligibility applications for the Main Line Health Financial Assistance Program

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Develop and maintain processes and procedures for evaluating patient financial eligibility for The Clinic's medical services and the services available through Main Line Health Financial Assistance.
- Coordinate the collection and maintenance of patient applications and supporting required financial and legal documentation.
- Interpret patient letters and documents to ensure English versions are available as required.
- Schedule notary service appointments as needed.
- Maintain and communicate patient eligibility application status.
- Coordinate application submission and resubmissions processing with Main Line Health.
- Communicate with patients to facilitate timely, accurate and complete information collection supporting each application for eligibility.
- Provide verbal and written language interpretation for patients and families.
- Support staff as needed.

**QUALIFICATIONS:**

- High school diploma.
- Bilingual in English and Spanish (written and oral).
- Proficient with Microsoft Office programs.
- Finance, accounting experience or general office experience preferred.

### **ADDITIONAL REQUIREMENTS:**

- Successful completion of a background check.

### **SKILLS AND APPTITUDES**

- Ability to work independently.
- Strong organization and communication skills.
- Ability to multi-task, organize and delegate work.
- Demonstrated ability to provide quality customer service to both internal and external customers.
- Ability to maintain effective working relationships with other departments, staff, professionals from other Clinic departments, Main Line Health and the community.
- Ability to quickly adapt to changes in the industry and the requirements of The Clinic as needed.

### **PHYSICAL DEMANDS:**

In compliance with the Americans with Disabilities Act, the following have been identified as physical requirements of the job:

- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is regularly required to talk and/or hear.
- The employee is frequently required to use hands and fingers to handle, reach or feel and manipulate objects or controls. The employee is frequently required to sit or stand for long periods of time and walk distances, as well as stoop, bend, kneel and crouch.
- The employee will need to climb two to three flights of stairs repeatedly throughout the day.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Please respond to [jobs@theclinicpa.org](mailto:jobs@theclinicpa.org)  
or call Susan Ashman at 610-935-2186.**

The Clinic reserves the right to revise or change job duties and responsibilities as the need arises. This job description pertains to an "at will" position with the The Clinic and in no way constitutes a written or implied contract of employment.