



JOB DESCRIPTION

Title: Patient Enrollment Coordinator

Date JD completed: January 4, 2023

Work Location: 600 W. Peachtree St. Lakeland, FL 33815

Department: Clinical

Reports to: Director of Operations

Exempt Status: Yes

Position Status: Full-Time

LVIM Conformance Statements. All LVIM employees are expected to conform to the following standards, regardless of position:

- Perform quality work within deadlines with or without direct supervision;
- Present self in a professional manner by way of dress, attitude and demeanor;
- Commit to continuous self-improvement;
- Interact professionally with the community, including vendors and donors.
- Work effectively as a team contributor on all assignments;
- Interact effectively and respectfully with patients, volunteers and colleagues of all ages and backgrounds;
- Treat everyone with respect and compassion;
- Ask for help when you need it; give help when you can.

Position Purpose. To coordinate and oversee LVIM's patient recruitment and enrollment efforts.

Position Summary. The LVIM Patient Enrollment Coordinator oversees patient enrollment at LVIM by supervising patient enrollment volunteers, managing the LVIM Patient Enrollment Portal, coordinating patient recruitment events throughout Polk County, and ensuring enrollment compliance in accordance with local, state, and federal requirements.

Principal Duties and Responsibilities.

- Trains patient enrollment volunteers in accordance with local, State and LVIM guidelines.
- Updates Patient Enrollment Guidelines and communicates changes accordingly
- Supervises patient enrollment volunteers ensuring all enrollment documents are collected and filed properly.
- Oversees patient enrollment / orientation schedule for Lakeland and Bartow sites.
- Manages Patient Enrollment Portal.
- Coordinates patient recruitment activities.
- Works closely with FamCare Data Clerk and Medical Records volunteers to ensure patient enrollment files are accurately and appropriately uploaded.
- Supports Director of Grants and Finance by compiling patient enrollment data/demographics/proof of eligibility for grant reporting and invoicing.
- Coordinates with LVIM Volunteer Department to conduct quarterly meetings with patient enrollment volunteers to ensure appropriate dissemination of information and program updates.
- Oversees collection of patient satisfaction surveys.

Qualifications

- Education: Bachelor's Degree preferred
- Strong computer skills, especially Adobe Acrobat, Microsoft Office. Ability to learn new platforms quickly.
- Experience with or openness to working with diverse populations
- Good judgement and a positive, inspiring attitude
- Outstanding oral and written communication skills

Previous Experience: Two years of work experience, paid or volunteer, in a healthcare or non-profit setting preferred, not required. Ability to speak Spanish a plus.

An ideal Patient Enrollment Coordinator will:

- Be a nimble learner
- Present a high-level of efficiency and organization
- Be punctual
- Give great attention to detail
- Work well with others on a team
- Not be bothered by changing work environment
- Be resourceful and flexible
- Possess foresight, persistence, follow-through, and the ability to prioritize competing tasks

Work Requirements

- The position requires some lifting and filing of documents;
- Some travel may occasionally be required which will be reimbursed as applicable;
- Sensitive records will routinely be handled and/or observed in this position, records that fall under regulated security and confidentiality laws and regulations.
- Occasional after-hours events may require attendance.

DISCLAIMER:

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all work requirements which may be inherent in the position. They may be subject to change at any time due to reasonable accommodation or other reasons.

Employee Acknowledgement

I, _____, have read and understand the duties and responsibilities of this position.

Signature of Employee

Date

Distribution

Original: Filed in Employee Personnel File
Copies: 1 – Supervisor
2 - Employee