



Wellness Administrative Specialist

Reports to: Dental Director

Location: Primarily Johns Island, SC 29455 and Occasionally Charleston, SC 29403

Salary: \$45,500 - \$52,700/year

For over 30 years, Our Lady of Mercy Community Outreach has been committed to the community. We assist our neighbors in need, helping individuals and families achieve their desired path to success. We work to address the root causes of poverty and create systemic change by providing basic and emergency resources, education, job assistance and health services. Our holistic, case-management approach addresses the core aspects of a successful life and provides opportunities for generations of families to build sustainable skills and overcome barriers. We believe that everyone has the right to thrive.

Our Lady of Mercy Community Outreach is about community, inside and out. We welcome talent, innovation, compassion and enthusiasm for our mission and how we are changing the communities we serve. You'll find team members who are eager to team up and collaborate together. We are looking for an Administrative Specialist who wants to make a difference in people's lives every day and deepen our impact.

Job Description

Ensures organizational effectiveness through finance management, office supplies inventory and facility management, and coordination of Wellness Programs at Our Lady of Mercy Community Outreach. This position helps with planning, implementation, monitoring and reporting of the Wellness Center programs and ensures delivery of high-quality customer service with patients, volunteers, donors and visitors in collaboration with the Dental Director, advancement team and volunteer services. Serves as the key point person for patient satisfaction and provides appropriate intake, referrals to internal and external support and manages outpatient appointments for OB-GYN. Works directly with a variety of staff and volunteers to ensure a positive patient experience and provides routine Spanish/ English translation for patient interactions. Serves as back-up front desk support.

Job Requirements

- **Education:** Bachelor degree in healthcare management, nursing, clinical operations management, business administration or related field required. Clinical background preferred.
- **Experience:** Three plus years of administrative experience required. Experience with governmental assistance programs and local resources is a plus.
- **Bilingual (Spanish)**

Qualifications/Skills

- Strong budget tracking and oversight proficiency
- Business-oriented with analytical skills to forecast and identify trends and challenges
- Experience with grants management and tracking
- Professional judgment, confidentiality and discretion that comes from at least five years of experience in the health field, preferably in a nonprofit environment
- Excellent interpersonal, communication and relationship building skills with an ability to prioritize, negotiate and work with a variety of internal and external stakeholders.
- Self-starter with keen analytic, organization, project management and problem-solving skills.
- A multitasker with the ability to wear many hats and adapt quickly in a fast-paced, high pressure environment.
- Working knowledge of HIPAA and other regulatory requirements for outpatient healthcare delivery.
- Aptitude to learn new approaches, skills and applications quickly
- Excellent written and verbal communication, customer service, conflict management and interpersonal skills.
- Teamwork approach and ability to receive feedback.
- Ability to work in a fast-paced environment.
- Computer literate including proficiency in Microsoft Office, Google Suite, Excel and internet. Comfortable with some data collection and reporting.

Core Values of the Organization

- Compassion - Serving with a spirit of charity, love and understanding
- Inclusiveness - Committing to ensure diversity and acceptance of all people
- Dignity - Treating individuals with respect and honest in all situations
- Empowerment - Achieving results through teamwork and partnership
- Integrity - Conducting ourselves in a highly ethical manner and serving as good stewards of our resources

Role-Specific Competencies

- Ability to Deliver excellent customer service with compassion and empathy
- Effective communication, time management and organizational skills with the ability to drive positive results
- Business/Financial acumen with the ability to have creative problem solving
- Ability to collaborate with others of diverse backgrounds and ideas
- Instills trust with internal and external stakeholders, community, and patients

Administrative Specialist Job Duties

- Monitors compliance with policies and procedures of standard of care, privacy, quality assurance, patient safety and eligibility verification; ensure all mandatory requirements and credentialing are complete and up-to-date.
- Monitors, forecasts and analyzes budget and financial information and utilizes all resources in an effective and economical manner in collaboration with the dental director and the director of finance and administration
- Ensure operational activities remain on time and within a defined budget
- Prepare reports as requested
- Oversee materials, equipment, accounts payable and receivable as well as inventory management for all wellness programs
- Collaborate with the dental director on projects, reports and expansions regarding the Wellness Center program(s) as needed.
- Establish and maintain positive and supportive relationships with OB-GYN, dental and other wellness patients at both sites. Maintain understanding of patient needs and coordinate, as appropriate, with other organizational programs to ensure a holistic approach to patient health.
- In conjunction with OB-GYN staff and volunteers, manages prenatal programs including: program orientation for new OB patients, helping patients apply for emergency Medicaid and other governmental assistance programs, coordinating outpatient procedure appointments, following-up with patients as directed by nurse or physician and managing and reporting in-kind donations.
- In conjunction with OB-GYN staff and volunteers, support to gynecology patients by coordinating outpatient procedure appointments, serving as point of contact for all communication regarding patients with partners and following-up with patients as directed by physician.
- In conjunction with dental staff and volunteers, make appropriate patient referrals, ensure patients understand their treatment plan, follow-up with patients after specific treatment procedures, provide basic health/hygiene information or feedback as directed, and provide translation to patients, as needed.
- Maintains current patient records and case notes for dental services and women's services.
- Assists with weekly schedules and activities to ensure patient priority and need is maintained.

- Provides administrative support to patients by managing billing discrepancies between the organization and its partners.
- Assists in data collection and grant reporting as well as collection of patient success stories.
- Manage relationships with key vendors
- Attend all huddle meetings, wellness team meetings, and all staff meetings, as indicated.
- Represent Our Lady of Mercy Community Outreach to the community, including patients, community members, volunteers, donors and other services providers
- Other duties as assigned

Schedule

This position is a part-time, exempt position for 28 hours per week (Monday-Thursday). Additional hours may be required during peak times and organizational events, which may require an adjusted work schedule.

Benefits

Paid personal leave, 10 paid holidays, paid medical, dental, vision, life, AD&D, long term disability, 403B plan with matching contributions.

Physical Demands/Work Environment

Work is performed in a fast-paced and sometimes stressful, professional office environment with noise at moderate levels. Position requires employees to effectively use a computer at a workstation for long periods of time and to accommodate potentially frequent interruptions. Must be able to lift 10-15 pounds. Standing for long periods of time and frequent walking is required.

Our Lady of Mercy Community Outreach is an Equal Opportunity Employer

Our Lady of Mercy Community Outreach is committed to an inclusive workplace and is an equal opportunity employer. We do not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or other legally protected status.