



## Volunteer/Internship Position Description

Title: **Clinic Administrative Assistant**  
Department: NUNM Health Centers  
Reports To: Community Engagement & Patient Services Manager

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### SUMMARY

The National University of Natural Medicine Community Health Centers provide accessible natural health care to medically underserved people of the greater Portland Metropolitan area. We give high quality clinical training to our students while we educate, treat, and empower patients to lead healthier lives. As a Clinic Administrative Assistant, you will gain first-hand experience working in a community health center by welcoming patients and guiding them through the processes of accessing health care services.

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### TASKS AND RESPONSIBILITIES

- Attend all required trainings (new hire orientation, EPIC training, outreach training, HIPAA, billing & insurance, trauma informed care)
  - Maintain strict confidentiality and abide by the NUNM Confidentiality Policies and Procedures
  - Serve as a representative of the NUNM community; maintain a warm and welcoming demeanor
  - Use the OCHIN Epic system to check patients in, schedule appointments, and check patients out
  - Maintain knowledge on Insurance and Compassionate Care Program (Financial Assistance); refer patients to our Enrollment Assistor if they qualify for Medicaid
  - Collect, process, and document payment via cash, check, and charge card
  - Assist with operations to maintain inventory of medical, clerical, and office supplies
  - Refer individuals to community resources as needed
  - Document encounters with patients within EPIC correctly
  - Practice humbleness in working with communities that you do not identify with
  - Continuously be open to learning about how to work with marginalized communities
  - Attend occasional check-ins with your supervisor
  - Complete an exit interview
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### QUALIFICATIONS

- Have a personal commitment to health equity
- Have reliable transportation to service sites and campus; travel and parking costs are not reimbursable
- Previous experience in customer service preferred
- Proficiency in using computers and electronic applications
- Knowledge of Spanish language and Latinx culture is desired, but not required
- Ability to read and comprehend instructions, short correspondence, and memos
- Complete patient transactions accurately in a timely manner
- Ability to provide clear and concise information and respond to all requests within a timely manner
- Ability to do mathematics (addition, subtraction)

## TIME REQUIRED

- A commitment to maintain a regular volunteer schedule of 4.5 hours per week for a period of 6 months; complete 125 hours of volunteer time (including trainings)
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## TRAINING PROVIDED

- New Hire Orientation
  - HIPAA Training
  - Introduction to Natural Medicine and Classical Chinese Medicine
  - Billing & Insurance, Medicaid, and Compassionate Care Programs
  - Patient Services & Best Practices
  - Trauma Informed Care
  - EPIC Electronic Health Record System
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## WORK ENVIRONMENT

- A balance of professionalism, cultural humility, and warmth
  - Appropriate dress and attire; business casual
  - Scent-free work spaces
  - All work spaces are ADA accessible
  - This position requires occasional lifting of sandwich boards and tote bins which can weigh up to 35 pounds
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## BENEFITS

- Possible internship credit
  - Free NUNM scheduled Community Health Center office visits
  - NUNM Lair Hill Medicinary discount
  - Access to a variety of NUNM events and community classes
  - Ongoing professional training opportunities
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## ADDITIONAL REQUIREMENTS

- Must pass a criminal background check
  - Must attend all required trainings
  - Must consent to a free TB screening at NUNM
  - Must be at least 18 years of age
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## TO APPLY / CONTACT PERSON

To apply for this opportunity, please submit the **volunteer application**, a current **resume**, and a **brief expression of interest** to Community Engagement & Patient Services Manager, [Ada Catanzarite](#), at [acatanzarite@nunm.edu](mailto:acatanzarite@nunm.edu). Additional information and applications can be obtained online at <https://nunmhealthcenters.com/volunteer-openings/>. Applications are accepted on a rolling basis.