



## Volunteer/Internship Position Description

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

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### SUMMARY

The National University of Natural Medicine Health Centers provide accessible natural health care to 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 Assistant for OHP Members, you will gain first-hand experience working on the administrative side of a health center by providing OHP members with information about their primary care home assignment and how to access care through their Medicaid coverage.

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### TASKS AND RESPONSIBILITIES

- Attend all required trainings (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
  - Contact OHP members by phone and physical mail with information about their primary care home assignment, their ability to use their benefits at NUNM and elsewhere, and connect them to our information center team for scheduling appointments as necessary
  - Maintain knowledge on Insurance and Compassionate Care Program (Financial Assistance); refer patients to our Enrollment Assistor if they have questions about their member coverage through Medicaid
  - Refer individuals to community resources as needed
  - Document encounters with patients within databases 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 campus; travel and parking costs are not reimbursable
- Previous experience in customer service preferred
- Proficiency in using computers and electronic applications such as Xcel
- Knowledge of Spanish language and Latinx culture is desired, but not required
- Ability to read and comprehend instructions, short correspondence, and memos
- Ability to provide clear and concise information and respond to all requests within a timely manner
- Ability to do basic mathematics (addition, subtraction)

## TIME REQUIRED

- A commitment to maintain a regular volunteer schedule of 8 hours per week for a period of about 6 months; complete 200 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
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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 electronic equipment and folders which can weigh up to 15 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.