

Referrals Assistant

Faith In Practice is an ecumenical, not-for-profit, medical mission organization. The mission of Faith In Practice is to improve the physical, spiritual, and economic conditions of the poor in Guatemala through short-term medical, surgical, and dental mission trips and related educational programs.

Faith In Practice is seeking an individual motivated by faith-based mission to support the Referrals Program, working with almost 2,000 volunteers and staff to provide medical care to 20,000 Guatemalans in need each year. The Referrals Assistant will report to the Referrals Coordinator, and will participate in 10 Village Medical Clinic missions during the 2018 season, processing all patients who have been identified as requiring surgical intervention. During non-mission weeks, Referrals Assistant will support the Referrals Coordinator with patient data entry and patient check in.

The position requires advanced technology skills, excellent oral and written communication skills in both English and Spanish, high-level attention to detail, and superior organizational skills. The ideal candidate would be a self-starter who enjoys working with volunteers and patients, would thrive in a fast-paced environment, is solution-driven and able to multi-task.

The Referrals Assistant position is a full-time position, commencing on January 2, 2018. The hours of this position will vary, depending on the needs of the medical team in Guatemala at the time; flexibility is essential. When teams are in country, the Referrals Assistant can expect weekend and evening work, long days, and travel to rural villages in Guatemala. Non-mission week's normal work hours are 8:30a.m. to 5:30p.m., Monday through Friday, in Faith In Practice's offices in Antigua, Guatemala, with one hour for lunch.

Responsibilities:

- Participate in 10 Village Medical Clinic Missions and support the Referrals Coordinator and Village Medical Clinic staff during the mission week:
 - Attend and assist with preparations and orientation meetings
 - Explain the Village Patient Referrals Program to US volunteers
 - Help with clinic set up and triage, under the general direction of the Village Medical Clinic Director
 - Assist in the triage area at the beginning of the mission day
 - Participate in team gatherings, daily devotionals and events during the mission week
 - Attend all meals with the team and mingle with volunteers during meals and social events
 - Attend and participate in all celebration dinners at the end of the mission week
 - Maintain clear communication with the Referrals Coordinator and Village Medical Clinic staff throughout the mission week.

- Under the supervision of the Referrals Coordinator, manage the Referrals Clinic to process all patients who have been identified as requiring surgical evaluation:
 - Provide a presentation to patients explaining the surgical referral process and the process for traveling to Obras Sociales Hospital or Hilario Galindo Hospital for evaluation and surgery
 - Efficiently enter all patient information into the Patient Referral Database

- Accurately complete all paperwork required and ensure patients have all documentation needed for their surgical evaluation
 - Explain the donation process to the patient and ask the patient what donation amount they can provide for their surgical procedure
 - Coordinate and seek advice, recommendations, and support from the Referrals Coordinator when dealing with special and complex cases
 - Serve as a liaison between doctors and referral patients to answer questions about diagnosis, medical services provided, and available alternatives
 - Review referrals at the end of each day and count all Triage Forms for referral patients.
- During non-mission weeks, Referrals Assistant will support the Referrals Department:
 - Support the Referrals Coordinator with data collection and patient data entry
 - Assist with patient check-in at the Casa de Fe (patient guest house)
 - Assist with Volunteer Leader reimbursement process
- In addition to the aforementioned duties and responsibilities, the individual is expected to perform other duties as assigned by his/her supervisors.

Location:	Antigua Guatemala, Sacatepéquez
Start date:	January 2, 2018
Application deadline:	September 15, 2017
Education requirements:	University Degree
Languages needed:	English and Spanish
Level of language proficiency:	Professional working proficiency in both English and Spanish
Employment type:	Contract
Professional level:	Assistant
Salary details:	Commensurate with experience and in-line with market rates in Antigua
Job function:	Administration
Owner's areas of focus:	Health and Medicine

How to apply

Please email your resume and letter explaining your interest in and qualifications for the position to:
 Lesbia Andrade, Human Resources Manager: landrade@faithinpractice.org