



## EMPLOYMENT OPPORTUNITY

### Patient Support Specialist I

IWS Family Health, a community health center providing preventive health care services to children and families, seeks a Patient Support Specialist (Bilingual English/Spanish) to work as a critical part of its Operations Team.

#### Position Responsibilities

- Make, reschedule, and cancel appointments across all lines of service, including following up on no-show appointments, and ticklers documenting as needed
- Update all patient notes and information as needed
- Create appointments based on type, allocation, and provider profiles
- Route all incoming calls appropriately and assist patients with questions or concerns
- Pre-register, verify and update patients' demographics upon creating appointment, ensuring accuracy
- Verify insurance/Medicaid eligibility and import eligibility results into the patient's account
- Ensure daily supplies ordered as needed
- Create patient cases
- Print forms for patients; school physical, dental, vision, sports, and immunization

#### Knowledge, Skills, and Abilities

- College graduate preferred
- Highschool diploma with equivalent experience in office setting
- Two years related experience or work in clinic/ hospital setting
- Microsoft Suite. Expected to cross train in other related jobs
- Bilingual (English/Spanish) ability is required

#### Compensation and Benefits

IWS Family Health provides a competitive salary and benefits plan, including Paid Time Off (PTO), paid holidays, health, dental, life and vision insurance options, as well as a 403B option.

#### Organizational Overview

Our patients and staff are at the heart of everything we do. For over 100 years, the Infant Welfare Society of Chicago (IWS Family Health) has provided health care services to medically underserved Chicagoans. Today, we provide pediatric health, adult health, pediatric and family dentistry, prenatal care, including CenteringPregnancy™, care coordination, counseling, behavioral health, and speech therapy. This model helps ensure access to comprehensive services for medically underserved families in Chicago.

Please submit cover letter and resume to Karina Aguilar at [hr@iwsfamilyhealth.org](mailto:hr@iwsfamilyhealth.org)

