



EMPLOYMENT OPPORTUNITY

Patient Support Specialist

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 (3600 W. Fullerton Ave. Chicago, IL 60634).

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

- 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. This hourly pay for this role is between \$16.60-\$17/hr., depending on experience.

Organizational Overview

For over 100 years, IWS Family Health has provided healthcare services and support to children and families in the Chicagoland area. Our main location, IWS Family Health – Logan Square, offers full-service care for all ages, including pediatrics, adult health, prenatal care, dental, and more. Our new pediatric site, IWS Family Health – Dunning, is dedicated to care for children. Both locations are committed to providing high-quality, accessible healthcare for Chicago families. IWS Family Health is a Federally Qualified Health Center Look-Alike, a member of the Illinois Primary Healthcare Association (IPHCA) and the National Association of Community Health Centers (NACHC) and receives strong support from the community and local philanthropic leaders.

Please submit a cover letter and resume to HR at hr@iwsfamilyhealth.org by 7/6/25.

