
KANSAS CITY

**MEDICAL SOCIETY
FOUNDATION**

CHARITABLE CARE, EDUCATION, PREVENTION & WELLNESS

PROGRAM ASSISTANT

\$17 - \$23 an hour - Full-time

Summary of Position

The Kansas City Medical Society Foundation, as the charitable arm of the Medical Society, coordinates over \$8 million annually in donated medical care through Wy Jo Care, Metro Care, and other programs. This position will support better health care for the uninsured in metropolitan Kansas City by supporting specialty care referrals, data management, clerical support, communications, and outreach.

The Program Assistant supports health care access through timely, complete, accurate and appropriate program, clerical, evaluation, and communications projects. This position is 40 hours per week, includes telework, and reports to the Program Manager.

Essential Functions

- First point of contact for referral partners, including reviewing and accepting and assessing referrals for completeness.
- Answering calls from patients/providers with general questions and eligibility inquiries. Routing calls to other program staff.
- Implement data entry and evaluations projects. Support program team in measuring impact and generating reports. Coordinate surveys and other evaluation tools.
- Support the program team in coordinating outreach and providing training.
- Create communications materials for program team.
- Representing organization in community settings.
- Promote patient and provider success stories.
- Other duties as assigned.

Qualifications

Required:

- Two years' experience in office management, clerical support, or other similar work. Prefer experience in primary and specialty care clinical settings, medical office management, care coordination, appointment setting, or closely related, patient-centered experience. Knowledge of medical terminology.
- Demonstrated ability to work effectively with diverse internal and external stakeholders, partner organizations, and the general public. Prefer demonstrated ability to work with health care providers, patients, community organizations, and hospitals.
- Excellent verbal and written communication skills.
- Proficiency in Microsoft office, Google docs/sheets, Adobe. Demonstrated ability to utilize databases and spreadsheets. Experience with EHR preferred.

- Demonstrated time management and organization skills. Ability to work and succeed in a virtual position while meeting performance expectations. Ability to thrive in a collaborative, team-based culture.
- Comprehensive understanding of the Kansas City Medical Society Foundation, WyJo Care and MetroCARE.
- Ability to always carry out duties with the highest level of discretion and confidentiality, adhering to all HIPAA requirements.
- Possess strong customer service skills.
- Demonstrate patience, respect and empathy while serving an under-resourced population.

Preferred:

- Lived experience of population served.

Job Type: Full-time

Pay: \$17.00 - \$23.00 per hour

Benefits:

- Dental insurance
- Flexible schedule
- Flexible spending account
- Health insurance
- Paid time off
- Vision insurance

Schedule:

- 8-hour shift
- Monday to Friday

COVID-19 considerations:

During the pandemic, KCMS Foundation has transitioned to mostly remote work. For work that must be in-person, we have developed a safety protocol, including proof of vaccination status for all employees.

Education:

- Associate (Preferred)

Experience:

- Office or project assistant: 2 years (Required)
- Medical office assistant: 1 year (Preferred)

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