



JOB TITLE: Program Assistant (Bilingual Spanish/English)

ORGANIZATION: Operation Access

HOURS: Full-time

COMPENSATION & BENEFITS: A salary range starting at \$52,000. Benefits include health/dental/life insurance, retirement match, paid volunteer time off, a generous holiday schedule, vacation/sick time, partial-remote work options, a phone/internet subsidy, personal and professional development funds, and a sustainable work/life balance.

To apply, send a cover letter and resume to hr@operationaccess.org.

THE ORGANIZATION:

Operation Access is a nonprofit organization that partners with medical providers to donate surgical and specialty care to uninsured people. We advance health care equity for people facing barriers to care, including many immigrants. We are growing from a 9-county service footprint in the San Francisco Bay Area to a region of at least 24 northern California counties. The organizational culture is rooted in collaboration, distributed leadership, and celebration.

JOB OVERVIEW: The Program Assistant provides support to program activities and other activities that advance the mission of the organization.

MAJOR RESPONSIBILITIES:

Patient Eligibility and Intake

- Conduct patient intake and eligibility processes, including entering incoming patient referrals, screening for program eligibility, and sending program introduction materials and other correspondence to patients.
- Assist with recruitment, training, and management of office volunteers.
- Develop and utilize knowledge of local safety net systems for target population.

Program & Organizational Support

- Answer main phone line, distribute faxes, and monitor Salesforce-based text message inbox.
- Make reminder calls and texts to patients to assist in navigation and ensure compliance.
- Support production and distribution of referral status reports to referring clinics.
- Attend, interpret, and assist with Saturday surgery sessions, as needed.
- Assist with patient care coordination, as needed.
- Participate actively in our internal meetings, organizational projects, and office-wide mailings.
- Additional areas of leadership depending on organizational needs and professional experience.
- Additional duties as assigned.

REQUIRED QUALIFICATIONS:

- Fluency in Spanish and English
- Proficiency with Microsoft Office Suite
- Live in California with the ability to attend in-person meetings in northern California, as needed
- Self-motivated, fast learner able to keep pace with a growing demand for services
- Demonstrated skills utilizing emotional intelligence to cultivate colleague and stakeholder relationships
- Superior organizational skills and attention to detail
- Excellent written and oral communication skills; comfortable with some public speaking
- Ability to articulate our mission & effectively lead volunteers and stakeholders to fulfill that mission

PREFERRED QUALIFICATIONS:

- 1-3 years of work experience in healthcare or a related field
- Bachelor's degree in a related field

- Knowledge of local health care organizations
- Experience with Microsoft Teams and Salesforce
- Experience with medical interpretation and knowledge of medical terminology
- Experience or interest in IT or systems development and troubleshooting
- Experience or interest in communications, design, or website development
- Resides in the community being served through this position
- AmeriCorps, Peace Corps, & other national service alumni encouraged to apply

As an equal opportunity employer, Operation Access is committed to building a diverse, inclusive culture with a commitment to our values and mission. We strongly encourage applications from people of color and other diverse backgrounds.