



Our mission at *Apicha Community Health Center* is to improve the health of our community and to increase access to comprehensive primary care, preventive health services, mental health, and supportive services. We are committed to excellence and to providing culturally competent services that enhance the quality of life. We advocate for and provide a welcoming environment for underserved and vulnerable people, especially Asians and Pacific Islanders, the LGBT Community and individuals living with and affected by HIV/AIDS.

Position Title: Patient Associate

Reports to: Assistant Director of Support Services

FLSA Status: Non - Exempt

Position Summary:

Assist the Director and Assistant Director of Support Services to carry out tasks assigned and support clients.

Duties and Responsibilities:

- Assist in client's complaints including but not limited to: Coordinating meeting and conference and take notes and minutes as needed.
- Assist in carries out tasks that are needed to execute service plan including but not limited to: Coordinating meeting and conference and take notes and minutes as needed.
- Serve as back up to the Care Coordination program staff as needed.
- Identify and recruit person who are living with HIV/AIDS to facilitate early access to treatment and social services.
- Maintain client-related records and other required documentations according to contractual requirements and the protocols and standards of APICHA's Support Services Department (e.g., AIRS, eSHARE, e-iCare, other internal databases).
- Working as a part of the unit and actively participates in the quality assurance and continue quality improvement (CQI) tasks.
- Actively participate in any organizational activities (meetings, events, etc.).
- Represent the agency at various venues to recruit clients and promote agency services.
- Other activities as assigned.

Qualifications:

- High school diploma/GED with 1 year of work experience required. Some college education with 1 year of work experience preferred.
- Good written and verbal communication skills in English required.
- Independent and good team player.
- Attention to detail.
- Ability to follow instruction and meet deadlines.
- Ability to communicate well with other staff.
- Ability to work well with diverse population.
- Ability to handle multiple tasks and stressful environment.
- Ability to work well within the organizational structure.
- Ability to work flexible hours including some evenings and weekends.
- Ability to use common office software. (Word, Excel, Power Point).
- Fluency in one or more Asian language preferred.

- Proof of immunization or immunity to certain communicable diseases (including influenza during the flu season) and testing for tuberculosis is required. These certifications are required by the NYC DOHMH Health Code, NYSDOH and OSHA.

Apicha CHC is an Equal Opportunity Employer. M/F/D/V/SO