



MOBILE MEDICAL CARE JOB DESCRIPTION

Position: Engagement Associate-Multiple Openings
Reports to: Director of Development and Outreach

Internal Relationships:

Position will interact frequently with Outreach Engagement Specialist; team members of a particular site or service.

Status: Part-Time Hourly (20 hours/week, Non-exempt)

Position Overview:

The Engagement Associate supports current and prospective patients in taking an active role in their personal health. They also support community engagement within that prioritized service area or population. As a community liaison focusing on improved patient experience in their healthcare needs, the team member will help eliminate barriers to care access so that the patient can fully take charge of their health. Currently, this role will be a team member on the vaccination clinic effort.

Job Responsibilities:

1. Engage patients primarily through telephone communications to take an active role in their health. This includes active work to return patients to MobileMed; encouragement and assistance in obtaining needed vaccines and other services; etc.
2. Participate in MobileMed and community events and activities as requested by the Development and Outreach Team.
3. Assist in representing MobileMed through attendance in meetings as requested for their service area.
4. Report progress, successes and roadblocks as they to encourage team communications, etc.
5. Utilize technology to be able to fulfill their responsibilities as much as possible (e.g., Microsoft Office 365 and our Electronic Health Record)
6. Document contacts, maintain files, and submit program statistics, as needed; submit timely and complete project logs and data reports.
7. Other duties as assigned.

Minimum Qualifications:

- Associate’s Degree, Medical Assistant certification or equivalent.
- Experience and commitment to working with underserved populations; cultural competency to work with diverse patients.
- Fluency in at least one other language in addition to English (Spanish preferred).
- Comfort and discipline around working in a virtual/remote environment as needed utilizing tools such as Microsoft Teams.
- Strong oral and written communications skills.
- Strong organizational skills with an attention to detail.
- Valid driver’s license.
- Ability to work from and travel to MobileMed, our clinic locations, other community locations as needed.
- Ability and willingness to work a flexible schedule when required.

Employee Signature

Employee Name

Date