Faith Community Clinic

Administrative Coordinator

Newport, KY | Part-Time | In-Person

About Faith Community Clinic

Faith Community Clinic (FCC) is a charitable healthcare clinic serving uninsured residents across Northern Kentucky. Operating alongside Faith Community Pharmacy, FCC provides compassionate, high-quality medical care to patients who might otherwise go without. Our team is driven by a shared mission: removing barriers to care and serving our neighbors with dignity.

Position Overview

Faith Community Clinic is seeking a welcoming, organized, and dependable Part-Time Administrative Coordinator to support the daily operations of our nonprofit medical clinic. This position serves as a first point of contact for patients, helping create a compassionate and positive healthcare experience.

Responsibilities include, but are not limited to, patient check-in and check-out, scheduling, assisting with intake forms and eligibility documentation, maintaining patient schedule, preparing and organizing charts, answering phones, and providing administrative support to the clinical team.

The ideal candidate is detail-oriented, able to multitask, comfortable working with patients from diverse backgrounds, and committed to upholding the mission and values of Faith Community Clinic.

Key Responsibilities

Patient Check-In & Front Desk

- Welcome patients, volunteers, providers, and visitors in a warm and professional manner.
- Manage patient check-in and check-out, verify information, and assist with required forms.
- Answer phones, schedule appointments, and communicate appointment details.
- Maintain an organized, welcoming reception area while respecting patient privacy.
- Help ensure every patient is treated with dignity, compassion, and respect, regardless of their financial circumstances or background.

Patient Eligibility & Documentation

- Collect, review, and maintain required patient eligibility documentation.
- Assist patients with missing or incomplete forms and ensure accurate recordkeeping.
- Maintain confidentiality of all patient information.

Scheduling & Patient Records

- Maintain patient schedules, track appointments, cancellations, and no-shows.
- Prepare patient charts and ensure necessary documentation is available for clinical visits.
- Assist with filing, scanning, uploading, and retrieving medical records.
- Communicate scheduling updates and patient flow information to the clinical team.

Administrative & Clinic Support

- Provide administrative support to the Clinic Director and clinical team.
- Assist with training and coordinating front desk volunteers.
- Maintain clinic forms, office supplies, and materials needed for daily operations.
- Collaborate with staff, providers, students, and volunteers to ensure efficient clinic operations.
- Perform additional administrative duties as needed to support the mission and values of Faith Community Clinic.

Qualifications

Required

- High school diploma or equivalent.
- Strong organizational skills and attention to detail.
- Excellent interpersonal and customer service skills.
- Ability to communicate professionally and compassionately with patients.
- Ability to manage multiple tasks and priorities in a busy clinical environment.
- Ability to occasionally lift up to 15 pounds, with or without reasonable accommodation.
- Ability to learn and navigate electronic health records (EHR), patient scheduling software, and other clinic technology.
- Computer proficiency, including email, data entry, and Microsoft Office applications.
- Ability to maintain strict confidentiality and comply with clinic privacy policies.
- Dependable, punctual, and able to work independently as well as part of a team.

Preferred

- Previous experience in a medical office, clinic, healthcare setting, or patient-facing administrative role.
- Experience with patient registration, scheduling, medical records, or electronic health record systems.
- Familiarity with medical terminology.
- Experience working with underserved or uninsured populations.
- Bilingual English/Spanish skills are highly valued but not required.

Schedule & Compensation

Flexible Schedule:

- Part-time, approximately 24-32 hours per week.
- Monday-Thursday, with scheduling flexibility based on clinic needs.
- $19.00-$24.00 per hour, based on qualifications and experience.
- Opportunity for additional hours as the clinic continues to grow.
- Eligibility for paid time off and paid holidays is determined by current Faith Community Health Network policies.

How to Apply

To apply, please submit your resume and a brief cover letter describing your interest in this role and your experience to:

Stacie Wethington, Clinic Director

Faith Community Health Network

601 Washington Ave, Newport, KY 41071

stacie@fchealthnetwork.org

Faith Community Clinic is an equal opportunity employer. We are committed to building a diverse and inclusive team that reflects the communities we serve.