



Society of

St. Vincent de Paul
NORTH TEXAS

St. Vincent de Paul Pharmacy

Job Description: Patient Advocacy Representative I

Category: Hourly/Nonexempt Part Time (Entry Level)

Reporting: This position reports directly to the Patient Advocacy Leader

Job Summary:

The Patient Advocacy Representative I serves as the first point of contact for our patients. He or she works with the patient to complete the certification process according to established policies and procedures and ensures that data are accurately filed and/or entered a computer database.

Duties and Responsibilities:

- Answers phone calls and addresses walk-in patient inquiries.
- Acts as Point of Sale for patients picking up medication.
- Assists with referrals to the pharmacy.
- Completes intake process for potential patients.
- Completes intake data entry and paperwork filing.
- Refers patients to other potential services that may be available to them (both within the Society and other area agencies).
- Works with intake volunteers and interns – helps to train them on the intake process.
- Maintains confidentiality per HIPAA standards.
- Other duties as assigned.

Knowledge, Skills and Abilities:

- Excellent customer service skills both in person and over the telephone.
- Highly organized and detail-oriented.
- Adaptable, motivated, and dependable to provide ethical quality service across all situations.
- Able to juggle multiple priorities.
- Strong organizational, interpersonal, written and oral skills.

Minimum Qualifications:

- Bilingual (English and Spanish) required.
- A high school diploma or GED.
- At least one year applicable work experience ideally in a health-related field.
- Experience with MS Suite/computer literacy.
- Able to work with people of diverse backgrounds in a faith-based setting.
- Able to pass drug screening and maintain Safe Environment certification.

Physical Requirements:

- Some walking, standing, bending, and carrying light items up to 35 lbs.
- Driving an automobile may be occasionally required.