



Clinic Administration Assistant - Guatemala

This is a support-raised staff position that will provide excellent, safe, and compassionate service during our daily and triannual outreach. This position collaborates with our In-Country Nurse (RN), Medical Missions Manager (MMM), and Director of Medical Missions (DMM) to coordinate logistics for our medical clinic scheduling and clinic volunteer opportunities. This position is a renewable two-year term.

EXPERIENCE:

- > Dedicated Christian with current church involvement
- > 3+ years of administration experience
- > Previous international travel and cross-cultural ministry
- > Previous experience in Healing Nations Medical Ministry (two consecutive medical mission trips)

PRE-FIELD REQUIREMENTS:

- > HN requires all missionaries to raise their financial and prayer support prior to moving internationally.
- > HN requires all missionaries to attend pre-field Mission Orientation provided by Mission Training International in Colorado Springs, CO. This expense is not covered by Healing Nations.
- > It is mandatory for all medical professionals to have liability insurance to cover their time of service. This expense is not covered by HN.
- > HN strongly encourages ongoing pastoral care and support through US local church during time of service.

SCOPE:

- > Work in cooperation with the DMM, MMM, and RN to complete tasks as delegated.
- > Attend weekly clinic days and triannual clinics to facilitate registration and scheduling process.
 - o Make scheduling templates prior to outreach.
 - o Address scheduling questions and concerns with RN/DMM.
 - o Make patient reminder texts/calls in advance
 - o Carefully review patient information and enter patient numbers as the patients are scheduled.
 - o Update the patient registration information as needed, checking for errors and/or duplicate charts.
 - o Assist RN in clinic set up.
- > Attend weekly huddles, debriefs, and meetings.
- > Organize and lead translators/volunteers for triannual clinics.
 - o Recruit translators and volunteers as needed for medical providers
 - o Finalize translator schedule with in-country RN
 - o Lead volunteer training alongside of RN
 - o Ensure proper licensures are active without claims for licensed professionals living in Guatemala
 - o Facilitate background checks and/or RENAS before proceeding with volunteer involvement
 - o Ensure liability waiver is signed by all volunteers and translators living in Guatemala
 - o Send volunteers the location pin and directions to clinic
 - o Communicate with HN team leader /DMM for translator missed days.
- > Ensure all paper printing is completed before outreach.

STRENGTHS REQUIRED:

- > Adaptable; Approachable; Communication; Compassionate; Detail Oriented; Humble; Kind; Organized; Problem Solver; Skilled; Strategic; Supportive; Team Player

SKILLS REQUIRED:

- > Competency in HN EMR software, Microsoft programs (Outlook, Word, Excel,)
- > Bilingual; must be in Spanish classes until proficient in speaking (including medical terminology without a translator)

COMMUNICATES WITH: HN DMM, MMM, In country HN Medical Team, HN Team Leader, HN volunteers and translators