



JOB DESCRIPTION: Patient Services Coordinator: Is an integral member of the HeartGift team who works to provide support in coordination of care activities and assisting patients to navigate through all the steps in obtaining the necessary and appropriate care. You'll be responsible for providing support in coordination of care activities and assisting patients, their families and host-family to navigate through all the steps in obtaining the necessary and appropriate access to care. Ensuring a seamless transition from travel from abroad, surgery, inpatient to post discharge follow-up in the outpatient clinic. Responsible for cultivation of host-family volunteers and logistics to facilitate and navigate the patient referral process including, intake, verification of necessary documents, medical records and scheduling.

Reports to: National Patient Services Coordinator, HeartGift Foundation

Supervisory Responsibilities: N/A

Part-time Contract/Work from home

Travel: 50-75% (within service area)

Core Responsibilities:

Patient logistics

- Coordinate travel for patient/patients family arrival to/departure from the United States
- Cultivate relationships with partners - referring agency, hospital, physicians, etc.
- Assist as needed to communicate selection decisions to partners
- Work with partners, patient/patient family to acquire all documents necessary for travel

Host Communities

- Maintain and cultivate relationships with volunteers
- Identify, recruit and train new host communities
- Provide host volunteers with times of travel, medical appointments and corporate angel/donor/PR events
- Ensure adequate volunteer support and translation services for each patient
- Maintain daily contact with current host community to assist as needs arises while a child is in their care

Medical Liaison

- Cultivate and maintain relationships with HeartGift medical service providers and their staff
- Schedule and attend all medical appointments
- Arrange for transportation and interpreters as needed for medical appointments
- Coordinate signatures of all necessary releases (medical, media, OR observers)
- Maintain patient files for HeartGift
- Obtain copies of all medical reports from the child's physician; to be given to the child's caregiver upon return to their home country

Administration

- Responsiveness to emails, phone calls from internal and external partners in a timely manner
- Thank and appropriately recognize volunteers, medical staff, partners for their service
- Must be able to demonstrate ability to independently lead projects from beginning to end
- Attend weekly staff meetings
- Work independently (remote work environment)
- Coordinate signatures of all necessary releases (medical, observations, etc)
- Write effective meeting reports that summarize decisions made and actions to be taken on specific projects and assignments in a timely manner

Collaboration

- Update National Patient Services Coordinator, Executive Director and Chapter Board of patient appointments and surgeries/overall healthcare
- Support and educate staff on case load and initiatives
- Open communication with National Patient Services Coordinator, Executive Director and HeartGift Foundation to ensure compliance of policies/guidelines
- Support the National Patient Services Coordinator, Executive Director, chapter board and its committees in their meetings and work

Knowledge, Skills and Abilities

- Proficient in email/calendar/meeting request programs/remote login/eTapestry
- Proficient in office equipment: phone system, copy machines, fax machines, etc.

Key Characteristics/Desired Competencies

- An interest in and commitment to HeartGift vision/mission
- Relationship Strategist
- Acute judgment & Confident
- Routinely takes initiative
- Strong problem-solving, priority-setting and decision-making skills
- Clear communicator, written and verbal
- Efficient with time
- Ability to manage multiple projects
- Intuitive awareness

Requirements

- Bachelor's Degree and/or a minimum of 3-5 years' experience in related field preferred
- Attend key Foundation/Chapter events
- Represent Foundation/Chapter when necessary
- Some travel, nights and weekend work required
- Must have reliable transportation
- Must be available/on call when patient is in town

Please send resumes to: Sberault@heartgift.org