IT and Patient Resource Specialist

Interested Candidates: Send a resume and cover letter to Sarah Heilman, Director, Human Resources at sheilman@cvim.org

Title: IT and Patient Resources Specialist

Reports To: Director of Technology and EHR (dotted line to the Director of Clinic Operations)
Status: Full-Time, 40 hours per week
Salary Range: $55,000–$60,000 annually

Position Summary

The IT and Patient Resource Specialist is a hybrid position supporting CVIM's technology/EHR needs and patient access functions. The position dedicates approximately 24 hours per week to Information Technology/EHR support and 16 hours per week to Patient Resources/Eligibility and Front Desk support. This role provides hands-on technical assistance and training to staff and volunteers while also supporting patients through eligibility and front desk functions.

Essential Responsibilities

Information Technology & EHR Support – 24 Hours/Week

- Serving as an EHR trainer for employees and volunteers
- Providing at-the-elbow EHR support to providers, clinical staff, and volunteers
- Manages and tracks EHR upgrades, version updates, and enhancements and works with the Director of Technology on training plans
- Troubleshooting routine technology and EHR issues
- Supporting EHR optimization, reporting, chart reconciliation, and technology projects
- Assisting patients with eligibility requirements and access to CVIM services
- Providing Front Desk coverage, including check-in/check-out and scheduling
- Helping patients navigate CVIM services and resources

Patient Resources & Eligibility – 16 Hours/Week

- Serve as a Patient Resource/Eligibility Representative, assisting patients with CVIM eligibility requirements and access to services.
- Provide coverage for Front Desk shifts as assigned, including patient check-in/check-out, scheduling, and general patient assistance.
- Help patients navigate CVIM services and connect them with appropriate internal resources.
- Maintain accurate patient demographic and eligibility information within the EHR.
- Provide professional, compassionate, and customer-focused service to CVIM patients, volunteers, and staff.

Qualifications

- Technology experience required. Experience with healthcare information technology, EHR/EMR systems, patient access, or a related field strongly preferred.
- Strong technology aptitude and ability to train and support users with varying levels of technical experience.
- Excellent communication, customer service, problem-solving, and organizational skills.
- Spanish proficiency.
- Ability to work effectively with physicians, clinical staff, volunteers, and patients.
- Healthcare or community-based nonprofit experience preferred.

About CVIM:

Community Volunteers in Medicine (CVIM) is a free healthcare center providing high-quality, comprehensive, and compassionate healthcare to low-income uninsured workers and their families. Based in West Chester, PA, we work to address health disparities in the local region. Our workforce includes a core group of paid staff and hundreds of skilled volunteers. We work together in a welcoming, positive and collaborative environment to meet community needs and deliver patient-centered care. Our success relies on philanthropy, volunteerism, and community partnerships. CVIM is 100% donor funded and volunteer powered to advance our mission to serve the community.

CVIM provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, and any other characteristic protected by federal, state or local laws.