

## Eligibility Screener

1. Job title: Volunteer Eligibility Screener
2. Context of the Volunteer role in terms of the MHC's objectives:  
Operate as the entry point to the Clinic for interviewing, screening, and processing new and/or re-qualifying patients.
3. Skills required or preferred
  - Ability to communicate effectively in English and Spanish, preferred
  - Demonstrate excellent oral and written communication skills with clients & their families, volunteers, service agencies, community partners, co-workers and supervisors
  - Well organized and good time management skills
  - Demonstrate good judgment
  - Orientation to detail and thorough knowledge of program benefits
  - Competent in computer operation and database software
  - Able to perform scanning of documents into eCW
  - Must have the ability to work with diverse client populations, demonstrate a positive and caring attitude, be client focused; value and respect others; demonstrate ethical behavior, teamwork, and collaboration
  - Demonstrate and understanding of and an appreciation for the physical, social, and psychological needs of the population served.
4. Responsibilities and Duties
  - Interview clients and explain thoroughly each program's benefits package, as well as eligibility requirements, including financial, medical and residential factors
  - Responsible for reviewing and screening applications thoroughly for MHC's program participation and benefits in a timely manner, as well as ensuring the accuracy and integrity of the information provided
  - Collect and verify patients' information (e.g., proof of income, proof of residency in Montgomery County, Md., proof of age, patient agreement, medical release form, and authorization for use of Community Health Link and MedBank), as well as provide patients with Mercy ID card
  - Refer clients that lack eligibility for MHC program to:
    - a. Similar programs and resources that can suit their needs and current eligibility, or
    - b. Other resources that provide services not provided by MHC (e.g., Montgomery Cares list of clinics)
  - Enter appropriate patient information into CHLCare site
  - Effectively coordinate and communicate with other staff regarding the status of eligibility for and access to MHC services.
5. Training
  - Provide the basic knowledge and tools necessary to perform as an eligibility screener, including information regarding database software (eCW and CHLCare site) and MHC services and benefits, applications and required documents related to eligibility, and Community health programs and resources that fulfill patient's needs (Community Health Link and MedBank).
6. Supervision  
Reports to Clinic Manager/Volunteer Coordinator, but is under the direct supervision of the Senior Eligibility Officer.