**Job Title:** HCF Medical Referral Coordinator (Taiwan)

**Section:** Healthcare Fund Services/MRP

**Reports To:** HCF Manager

**Auth’d. Position #:** (Grade 12 to 14: 18,000-35,918 depending on qualification)-Contract

**Prepared By:** Administrator

**Prepared Date:** April 1, 2024

**Approved By:** HCF GC

**Approved Date:** April 25, 2024

**SUMMARY**

The principal duties and responsibility of this position is to coordinate medical care for referral cases from Palau. Duties include all administrative support, patient support and operations management of the leased and owned buildings, vehicles, and other offices equipment of the Healthcare Fund. Responsible for organizing all logistical issues for patients and their stay while under medical treatment, including all protocols, interfacing and communicating with other staff, medical providers or facilities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties maybe assigned.

* Warmly greet arriving Palau medical referral patients at the airport and either provide transportation or ensure that medical provider transportation is available to pick up patients accordingly;
* Provide overall management of Palau House in terms of occupation, cleaning, maintenance and guidelines for specific purposes of providing accommodation for medical referral patients from Palau;
* Responsible for maintaining bank records, books and financial activities of the HCF from medical referral site and submit periodic reports as directed by CFO or SSA Finance Section;
* Assist UR in keeping records of patient appointments and schedule necessary transportation for outpatient services, ambulance and flight reservations;
* Assist transportation for patients to and from the airports, hospitals, hotels, and doctor’s appointment;
* Serve as a translator for medical referral patients as requested by Utilization Reviewer or physician including medical referral patients;
* Provide support services in the event of death for a smooth and effective repatriation of deceased to home country;
* Maintain a constant and open communication with the Utilization Reviewer and medical referral patients including HCF team for duration of patient care;
* Assist UR with monthly reports on patient’s condition, appointments, doctor’s requests and comments, treatment schedules and related matters to the HCF Manager;
* Maintain good working relationship associated with the Housing or Lease Property Management, the Palau Embassy and the HCF;

**SUPERVISORY RESPONSIBILITIES**

Yes.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Must be well organized and able to manage appointment schedules for multiple patients and doctors. Must have good communication skills to liaise between patients and the medical care provider. Must be compassionate and willing to help others. Must be able to work flexible hours including evenings, weekends and holidays. This position may be filled by individual or licensed business specializing on medical coordination services.

**EDUCATION and/or EXPERIENCE**

Must have at least four years degree in Office Administration and related field or equivalent work experience. Must be computer literate with knowledge of excel, word, and other related office software. Must have good verbal and writing skills in English. Experience in the healthcare industry is preferred.

**LANGUAGE SKILLS**

Must have strong writing skills. Must be public oriented, have well-developed oral communication and inter-personal skills. Must read and speak English and Palauan.

**MATHEMATICAL SKILLS**

Must possess the ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITY**

Must be detail oriented with good organization and customer service skills; possess the ability to define problems, collect data, establish facts, and draw valid conclusions.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Yes