



Patient Resources Coordinator

Who We Are

Family Tree Clinic is a leader in sexual and reproductive health care in the Twin Cities and Minnesota. Founded by community activists and volunteers in 1971, our vision is to eliminate health disparities through innovative, personalized sexual health care and education for diverse needs. We work to achieve this vision through providing patient-centered health care services, community education and outreach; and through developing alliances across the state to promote sexual health and freedom in our communities. The staff at Family Tree is a team of committed, passionate, and smart individuals who work hard and are eager to learn and grow together as we provide services and education to our community.

Core Value Statements

Commitment to furthering social and reproductive justice: striving for and demonstrating a conscious awareness of cultural markers and lenses related (but not limited) to race, ethnicity, country of origin, religion, family narrative, gender identity, immigration status, gender presentation and expression, sexual orientation and expression, mental and physical ability, size, class, and age; sex positive; striving to center justice lenses in our daily work and long-term goals

Mission-focused: conveying passion for our mission with an understanding that our work evolves over time, and that there are many ways we accomplish our collective goals; supporting a workplace environment that is in service to our mission

Collaborative and accountable: being mindful of our differences and striving for self-awareness; accountable to colleagues, patients, clients and community members; acknowledging of one's own mistakes and striving to learn from them; supportive of ongoing learning

Direct and respectful: being honest, candid and straight-forward in a way that acknowledges the power of our words; assuming the best intentions when engaged in difficult conversations; conveying respect for each other and our clients; upholding workplace standards and Family Tree's mission in all of our interactions

Position Summary

The Patient Resources Coordinator is responsible for providing inclusive resources, referral coordination, and support to patients referred to them by Family Tree medical staff, as well as responding to direct patient inquiries. They maintain Family Tree's brochures and other materials for patients receiving gender affirming hormone care. They develop and keep up-to-date LGBTQ inclusive resources for patient referrals and support, making connections & referrals to outside care, resources, and systems. They are a MNSure Certified Application Counselor, assisting Family Tree's patients and clients in signing up for insurance.

Family Tree Clinic is an equal opportunity employer and is committed to building and maintaining a diverse staff that is representative of the communities we serve and live in. People of color, LGBTQ-identified individuals, and people from the local community are strongly encouraged to apply.



Primary Duties:

Independent Responsibilities

- Provide information, resources and referrals to patients requiring additional support or services for local and relevant services, such as gender affirming surgeries, name and gender marker change processes, legal help, primary care, mental health services, and other gender affirming care services
- Coordinate local external resources to support continuity and quality of care
- Accurately and thoroughly document services provided in NextGen EHR
- Maintain ongoing working relationships with staff from community agencies serving transgender and gender non-conforming individuals, LGBTQ+ community, and other culturally specific services for Native/Indigenous/Two Spirit people, Somali, Hmong, Latinx, Karen communities, and DDBHH people
- Develop relationships and partnerships with organizations who can providing services for Family Tree's patients
- Stay informed of developments at the legislature that may impact Family Tree or patients
- Work closely with clinic staff, including participation in work groups, care conferences, and other efforts to coordinate care
- Develop and maintain patient resource materials including referrals and educational materials
- Develop and maintain an ongoing working knowledge of local LGBTQ+ inclusive providers and services to support smooth referrals, including vetting referrals and resources and maintaining the trans-competent provider referral list
- Communicate with patients in person, by phone, through email, and virtually
- Achieve and maintain MNSure Certified Application Counselor certification
- Conduct one-to-one MNSure education, enrollment, and follow-up to uninsured patients at Family Tree Clinic
- Continuously assess and identify gaps in resources for patient referrals and work with program and medical staff to develop strategies to address these gaps as appropriate (funding concepts, partnership opportunities, etc.)
- Attend job related conferences and staff meetings as able
- Apply motivational interviewing techniques to establish rapport and build authentic relationships with patients

Collaborative Responsibilities

- Assist in coordinating patient events with partner organizations
- Collaborate with departments and committees at Family Tree
- Participate in the Midwest Trans Health Network
- Participate in organizational trainings, workshops, and meetings focused on racial justice & anti-oppression as able

Additional Duties (not a complete list):

- Model excellent internal and external customer service
- Maintain patient confidentiality as required by Family Tree's policies and HIPAA and other applicable laws and professional ethics

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- Perform or assist with additional projects, grants, etc. as needed and relevant

Qualifications:

Required:

- Experience and knowledge of working with trans, non binary, and gender expansive communities
- Experience working with and knowledge of trans and non-binary community-based organizations, and health and social services
- Ability to build collaborations and proactively seek connections that benefit our patients and community, both internally at Family Tree and externally
- Demonstrated strengths in follow up with clients, patients, and colleagues, to support ongoing processes and projects
- Ability to work independently, exercising good judgment and involving others when necessary
- Ability to work sensitively and effectively with patients and clients across a multitude of ages, lived experiences, cultural and religious identities, sexual orientations and gender identities, languages and ethnicities
- Demonstrated strengths in active listening and soliciting feedback that supports program/service improvements
- Good crisis management skills and the ability to navigate stressful situations
- Strong assessment and communication (both written and verbal) skills
- Strong customer service skills and ability to collaborate with different departments and teams
- Ability to work with a variety of computer software, such as Google Suite.
- Flexible hours including occasional evenings and weekends
- Passion for social justice, LGBTQ+ health, and community healthcare
- Ability and willingness to challenge and change systemic and personal actions and behaviors that contribute to systems of oppression

Preferred:

- A college degree in a related field or equivalent combination of education and experience.
- Extensive experience
- Comfortable teaching and/or public speaking in order to lead and facilitate community and patient workshops
- Fluent in Spanish, Hmong, Somali, or another language spoken by much of our patient population
- Experience in social work, medical case management, or human services
- Experience working in the medical field

To help ensure the health and safety of our patients, clients, students, and staff, Family Tree requires all employees be fully vaccinated against the COVID-19 virus. All new employees are required to be either fully vaccinated, have received their first dose, and/or have received any recommended booster shots within 2 weeks of hire. If you have questions about the vaccine policy, please contact our HR department at dangelucci@familytreeclinic.org. Exceptions may be made for medical reasons and/or genuinely held religious beliefs.

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Salary & Benefits: Starting hourly wage is \$20.00 or higher based on experience and qualifications beyond what is required in the job description. This is a benefits-eligible position, with paid holiday, vacation and sick time; 2% employer matched 401k; medical, dental and vision insurances; and life and long-term disability insurances.

Hours: Full time, hourly position; requires occasional weekend or evening availability

Supervisor: Clinic Director

Typical Working Conditions: Use of office equipment requiring full manual dexterity, eye-hand coordination, and alertness. The position spends a considerable amount of time working at a computer with a sit/stand desk. The work space is a combination of office and clinic environment. Hazards common to clinical and educational environments including potential exposure to communicable diseases.

To Apply: Send cover letter and resume to Nyssa Krause at nkrause@familytreeclinic.org. No phone calls please. Applications will be accepted until the position is filled.

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