



**ST. JAMES INFIRMARY**  
**730 Polk St, 4<sup>th</sup> Floor | San Francisco, CA 94109**  
**Phone: 415-554-8494 Fax: 415-554-8444**

**JOB DESCRIPTION**

**REGISTRATION COORDINATOR**

**24-32 hours per week @ \$24**

**Supervisor: Deputy Director**

*The Registration Coordinator role is, in some ways, among the most demanding in our clinic. We are seeking a highly organized, motivated, and enthusiastic individual with an impeccable eye for detail and the ability to communicate both directly and compassionately with our participants and staff. The ideal candidate is patient, creative and quick-thinking, and committed to collaborative problem-solving. We strongly urge candidates with sex work experience who are trans or gender non-conforming, and/or people of color to apply.*

**Duties and Responsibilities:**

- Develop, train and coordinate team of registration volunteers and registration assistant to staff Wednesday and Thursday clinic – by assisting in preparing clinic for services; greeting participants, answering questions and assisting in filling out registration forms; entering visits in database, pulling charts and writing visits on board, communicating with providers, entering new participants and creating charts, and assisting participants in accessing harm reduction supplies.
- Provide on-call support to registration volunteers as needed and staff the registration desk during special events.
- Ensure that the clinic remains a safe space for our participants; communicate respectfully and clearly with participants or other members of the public, including setting healthy boundaries when people behave in aggressive or inappropriate ways. Maintain a positive rapport with our neighbors in our shared clinic space.
- Answer phones and check phone messages for the front desk phone on Mondays- Thursdays and put all messages into appropriate staff in-boxes. Call back individuals who request general information and appointments (SJI hours, services, location, etc.). Refer all other questions to appropriate staff (medical care, counseling, development, media, etc.).
- Take stock and assemble charts so that 10 new participant charts are available prior to the start of every Wednesday clinic

- In January of each year, complete annual narrative program report, for the previous year, that includes qualitative and quantitative data.
- Each month, ensure that all registration data is completely entered into the medical database by the 5<sup>th</sup> of the following month so that Billing Coordinator and Deputy Director have accurate information.
- Ensure that all areas of the clinic are clean and presentable for clinic duties. Communicate directly with appropriate staff when areas are not cleaned after use. For example, all boxes broken down and placed in recycle bins, shared spaces re-set properly, etc.
- Ensure that all flyers and brochures in the clinic are accurate, up-to-date, neatly organized and accessible to all participants. Take down outdated or inappropriate literature.
- Assist with FamilyPact, Medi-Cal and other billing systems, invoicing and evaluation activities.
- Work collaboratively with other teams, including the HIV Services Team, Medical Providers Team, Outreach Team and the Medical Billing Team to ensure timely collection of participant data as well as efficient billing mechanisms are enforced.
- Attend monthly All Staff meetings and twice monthly Coordinators Meetings
- Attend staff trainings, planning meetings, and agency support meetings as scheduled.
- Prepare an informal agenda for and attend regular (weekly or bi-weekly) 1:1 check-in meetings with Deputy Director. Communicate all concerns and challenges with your supervisor in a timely way to allow for collaborative problem solving.

**Required Skills and Qualifications:**

- Experience in or extensive knowledge of the sex industry and occupational health and safety issues affecting Sex Workers
- Experience working with people who use drugs, including injection drugs; those living with or affected by HIV/AIDS and Hepatitis C; street-based and homeless populations; and people who identify as lesbian, gay, bisexual, transgender and/or queer
- Commitment to cultural humility and willingness to work with people of different racial and ethnic backgrounds, sexual identity and orientations, and people living with HIV/AIDS and/or Hepatitis C
- Willingness and proven ability to work cooperatively with other colleagues and community members
- Good written and verbal communication skills
- Flexibility with schedule and activities
- Organized and able to handle a multi task environment
- Microsoft Word, Excel, and other computer skills are desirable
- California Rapid HIV Testing certification desired
- Spanish and/or other non-English speaking skills desired

Send resume and detailed cover letter to [anita.oshea@stjamesinfirmary.org](mailto:anita.oshea@stjamesinfirmary.org)