

**New Orleans Health Department Internship Program
Internship Opportunity Description
Spring 2024**



Internship Title: Health Care for the Homeless (HCH) Front Office Support Internship (SPR24-11-U)

Position Overview:

The intern will work with the Health Care for the Homeless (HCH) team to assist clinic staff with patient and community inquiries and navigation. The intern will provide a high level of customer service by ensuring all patient and visitor encounters conclude with a high level of satisfaction. The ideal candidate will have excellent communications skills to maintain effective working relationships, strong writing skills, and an organized and detail-oriented work style. The candidate must also have the ability to work in a culturally diverse atmosphere. The intern must be able to work 10-15 hours a week.

Intern Supervision

- Supervisor Name: Nagaina Davis
- Supervisor Title: Clinic Compliance & Front Office Supervisor
- Supervisor Email: nhdavis@nola.gov
- Supervisor Phone: 504-658-2785

Primary Responsibilities:

- Promptly answers the telephone, screen calls, and take messages.
- Assist patients with completing necessary paperwork as needed.
- Assist with inventory order placement, dissemination, and management.

Sample Activities:

- Greet all patients and visitors to the clinic with kindness and compassion.
- Answer telephone calls and route them to the appropriate staff, take messages, and check voicemail.
- Assist patients with completing paperwork and answering their questions.
- Assist with ordering inventory, disseminating to appropriate clinics, and organizing current items.
- Assist with the development of instituting a waitlist procedure.

Desired Qualifications:

- Public Health, Sociology, or Social Work experience preferred.
- Bilingual-Spanish speaking a plus.
- Excellent written and oral communication skills are required.
- Basic knowledge of medical terminology and Microsoft Office Applications (Word, Excel, Power Point, Access, Outlook).
- Ability to work in a culturally diverse, patient-centered atmosphere.

Compensation:

- This internship is unpaid.

Resources Available:

- Workstation- desktop computer or laptop computer
- Office supplies

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- Participates in all in-services and trainings to maintain competence. (i.e., CPR, Infection Control, HIPAA, Cyber Security, Employee Health Maintenance, etc.)