



Patient Services Coordinator

Position Summary

The Patient Services Coordinator is responsible for daily operation of the CLF HelpLine which provides personalized guidance and information to those struggling with outcomes of brain injury. The CLF HelpLine is key to fulfilling our mission to support everyone affected by concussions and CTE. As a CLF Patient Services Coordinator, you will make a direct and meaningful impact on the lives of people in need every day by connecting them with answers and resources. Responsibilities include direct interaction with affected constituents, patient and caregiver resources research, relationship building with medical providers and service organizations, volunteer mentorship program coordination, support group facilitation, and collaboration with CLF's communications team.

Company: Concussion Legacy Foundation

Reporting to: Patient Programs Manager

Location: Remote, United States

Status: Salaried employee

Responsibilities

- Oversee day-to-day operations of the CLF HelpLine and act as main point of contact for all CLF HelpLine-related matters.
- Provide timely information, resources, referrals to community and medical resources, and care consultation services through communication methods that best meet constituent needs (phone, email, video, SMS).
- Effectively identify constituent issues and prioritize referrals based on urgency and magnitude of need.
- Provide direct support to CLF Mentorship Program participants i.e., Peer Support Volunteers and Mentees and oversee day-to-day program operations
- Conduct onboarding interviews with CLF Mentorship Program, background checks, and training assurance.
- Help grow program resources, including but not limited to proactive clinician outreach, identification of support groups, and development of collateral resources.
- Identify and create relationships with physicians, local health systems and/or long-term care providers to increase access to a timely assessment and quality care.
- Coordinate logistics for delivery of continuing medical education courses for medical providers to elevate the standard of patient care
- Provide initial crisis assistance as needed. Develop and maintain a crisis escalation process.
- Work collaboratively with other departments to contribute to organizational goals and projects as needed.
- Service international HelpLine requests in the interim to assist CLF UK and CLF Australia HelpLine operations.
- Work collaboratively with CLF UK and CLF Australia to help build out their resources and referral lists.

Qualifications

- Bachelor's degree preferred
- Zero to two years of experience in social work, mental health, public health, healthcare administration, healthcare communications, gerontology, psychology, or related field
- Eagerness to learn about the sports, nonprofit, and VSO industries
- Team player with a genuine interest in helping others
- Volunteer work in mental health, suicide prevention, aging, dementia, or neurodegenerative field
- Experience with challenging calls and/or interacting with people experiencing severe emotional distress
- Customer service and phone experience
- Some understanding of HIPAA regulations and healthcare industry a plus
- Experience with database management and/or Microsoft Excel
- Experience with Customer Relationship Management software such as Salesforce a plus
- Proficiency with Microsoft Office suite
- Leadership experience
- Strong organizational and time management skills
- Proficiency in maintaining systems and procedures
- Excellent written and verbal communication skills
- Detail-oriented and analytical mindset

How to Apply

Please submit your resume and cover letter to operations@concussionfoundation.org

About the Concussion Legacy Foundation

The Concussion Legacy Foundation is a 501(c)(3) non-profit organization. It was founded by Robert Cantu, MD, and Chris Nowinski, PhD to support athletes, Veterans, and all affected by concussions and CTE; achieve smarter sports and safer athletes through education and innovation; and to End CTE through prevention and research. The Concussion Legacy Foundation's work [has been featured](#) by the New York Times, Rolling Stone, TIME, Sports Illustrated, ESPN, BBC, PBS, HBO Real Sports and many other news and media outlets. For more information, please visit ConcussionFoundation.org.

At the Concussion Legacy Foundation, we are proud to be an equal opportunity employer. All applicants will be considered for employment based on qualifications, merit and organizational need and without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status. CLF is committed to providing employees with a work environment free of discrimination and harassment.