



Patient Services Coordinator

Position Summary

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

Company: Concussion Legacy Foundation

Reporting to: Patient Programs Manager

Location: Remote. Preferred residence: Alaska, Idaho, Montana, Oregon, Washington

Status: Full time, salaried, healthcare and retirement benefits

Responsibilities

- Oversee day-to-day operations of the CLF HelpLine and act as main point of contact for all CLF HelpLine-related matters.
- Coordinate logistics for delivery of continuing medical education courses for medical providers to elevate the standard of patient care.
- Provide timely information, resources, and care facilitation services through phone, email, video, and SMS to HelpLine clients.
- Effectively identify constituent issues and prioritize referrals based on urgency and magnitude of need.
- 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.
- Provide initial crisis assistance as needed adhering to CLF's crisis escalation process.
- Work collaboratively with other departments to contribute to organizational goals and projects.

Qualifications

- Bachelor's degree preferred
- Residence in the Pacific Northwest i.e., AK, ID, MT, OR, WA 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, healthcare, mental health, and VSO industries
- Team player with a genuine interest in helping others
- Professional experience with sensitive conversations and interactions e.g., emotional distress
- Experience with data management and/or Microsoft Excel
- Proficiency with Microsoft Office suite
- Leadership experience

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- Strong organizational and time management skills
- Proficiency in maintaining systems and procedures
- Excellent written and verbal communication skills
- Detail-oriented and analytical mindset
- Volunteer in mental health, suicide prevention, aging, dementia, or neurodegeneration a plus
- Customer service and phone experience a plus
- Some understanding of HIPAA regulations and healthcare industry a plus
- Experience with Customer Relationship Management software such as Salesforce a plus

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.