

# Service Opportunity Data Sheet

## Mennonite Voluntary Service



Jubilee North – Rochester NY

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**Position Title:** Intake Coordinator

**Organization/Agency Name:** Mercy Outreach Center

142 Webster Avenue  
Rochester, New York 14609  
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[F] (585) 288-0252  
[www.mercyoutreachcenter.org](http://www.mercyoutreachcenter.org)

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### The Agency

Mercy Outreach Center (MOC) was established in 1977 as a ministry of Corpus Christi Church. In 2000, Mercy Outreach Center transitioned to 501C3 status under the leadership of the Sisters of Mercy, which solidified its position in service to the community.

Mercy Outreach Center exists because of the generosity of many people who give their time, talents and treasure to help achieve our mission to meet the basic health care needs of those in the community who are denied access to medical, dental and advocacy services because of their lack of financial resources.

Our volunteers include medical, dental and chiropractic professionals, along with office administration, technology experts and others. Operating with a small, but dedicated paid staff of three full time and four part time staff who are supported by dozens of highly talented volunteers, Mercy Outreach Center effectively provides access to free primary health care, dental care, and advocacy services to the uninsured and the underserved in our community. The Center also provides referral services, legal services, housing information and volunteer income tax assistance. Community support services include AA and NA meetings. MOC is located in a high needs sector of the City of Rochester, as identified by city government, which has committed extra resources to the neighborhood.

Committed to empowerment, Mercy Outreach Center is an anchor in the neighborhood, delivering services that equip our marginalized brothers and sisters to achieve and sustain good health, thereby allowing them to hold jobs and to work productively.

MOC's clientele is indeed the "working poor" whose jobs either do not offer health insurance or offer insurance plans that require unaffordable employee contributions, but whose working status exempts them from qualifying for free government insurance programs.

We serve:

- women, children and men who need primary health care, and have no health insurance.
- women, children and men who need dental care, and have no dental insurance and cannot afford to pay for dental work.
- we have no geographic boundaries ~ all are welcome!
- we advocate for our neighbors and clients and we help them to access resources in the community.

For those who wish to contribute to the cost of their care, an \$8 donation for services is encouraged; services will not be denied due to inability to pay.

We continuously spread the word throughout the community to ensure that all who are in need may be served. We continuously recruit volunteers to provide life saving services to our clients.

In the spirit of social justice, we seek financial support for life changing programs and equipment to ensure that Mercy Outreach Center's services are equal to services provided in the private sector.

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## **The Job**

This is an important position involving the performance of confidential, sometimes complex clerical duties and interacting with a variety of individuals in accordance with HIPAA Regulations.

The work is performed with considerable independent judgment under the direction of the Director and supervised by the Office Manager.

The Intake Coordinator is committed to the vision and mission of Mercy Outreach Center to meet the needs of the uninsured and underserved people in our community.

### **Primary Responsibilities:**

- Receptionist Office
- First staff to meet, greet and extend hospitality to all who come or call MOC.
- Assures that incoming calls are triaged and routed to appropriate staff person.
- Schedules clinics with providers.
- Schedules client appointments.
- Assists in supporting medical/dental providers during client appointment time.
- Maintains daily calendars.
- Refers clients to outside agencies as needed.
- Utilizes client tracking software program, collects data and data entry.
- Maintains and supervises medical and dental records.
- Maintains adequate stock of supplies and forms.
- Maintains care of receptionist office equipment.
- Properly accounts for client donations.
- Assists in informing clients of lab costs prior to or day of appointment.

- Ensures that client areas are neat, safe and clean.
- Maintains signs and brochure rack in reception area.
- Other Duties as Assigned by the Operations Manager or Executive Director

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### **The Qualifications**

- Education beyond HS diploma or GED required.
- Office support staff experience or equivalent.
- Proficiency in computer use, including Microsoft Office applications (Word, Excel) and Internet/email use.
- Bilingual Spanish preferred.
- Excellent oral and written communication skills.
- Strong organizational and interpersonal skills; ability to multi-task and work independently.

For more details on the Rochester MVS unit, contact Roger Kurtz at 585-831-6724.

To apply for this or other MVS positions, go to <http://service.mennonitemission.net> and choose "Mennonite Voluntary Service."