

Bilingual Care Coordination & Social Services Summer Intern (Spanish/English)

Internship Summary:

The Nashville Academy of Medicine (NAM) and Medical Foundation of Nashville (MFN) are launching a summer internship program to welcome a dynamic core group of interns with special focus areas in care coordination and social services, project management and business analysis, and business and communication marketing. The Care Coordination and Social Services Intern(s) will play a vital role in engaging in the work of our Project Access Nashville Specialty Care (PANSC) program. PANSC provides access to specialty care to Nashville's uninsured who are 200% or below the federal poverty line in greater Nashville. The care coordination team serves as a front-line liaison and advocate for patients, helping to connect them to the care they need. This team provides individualized, needs-driven, patient-centered case management services to patients and their families, including connecting the patient to internal and external community & social services that improve health and well-being.

The Care Coordination and Social Services Intern will work as an integrated member of the PANSC team and the position provides hands on experience working with vulnerable populations and community partners in the Nashville area. The ability to protect confidential information is critical. Excellent communication skills, both written and verbal, are essential. Spanish proficiency is preferred. The Bilingual Care Coordination and Social Services Summer Intern position is a paid internship with flexible hours that runs from May - August 2022.

There are opportunities to integrate additional responsibilities into the role should the intern need additional items for course credit.

Key Learning Objectives:

- Gain experience in a professional setting
- Gain experience in non-profit operations and program development
- Increase knowledge and expertise in the field of healthcare and social services delivery
- Apply skills and knowledge acquired in the classroom into a professional environment
- Understand technology and how to define and create strategic professional targets

Essential Functions:

- Maintains positive relationships with patients and program partners
- Requires ability to interact with a variety of people
- Outreach to patients for follow-up and phone calls
- Must handle difficult interpersonal situations with integrity
- Significant data entry and record maintenance
- All other duties as assigned

Duties:

- Work closely to coordinate patient care, communicating with patients along the way.

- Assist the Patient and Community Relations Manager by connecting with local nonprofits to develop PANSC's Community Resource program in surrounding counties.
- Patient Advocacy - Help patients navigate health care system and locate additional resources beyond the scope of our program when needed
- Answer incoming phone calls.
- Assist other staff members as needed.

Requirements:

Interns must be actively pursuing an Associate's, Bachelor's, or Master's degree from an accredited college/university throughout the duration of the internship.

- Strong academic track record
- Experience and/or interest in healthcare or social work preferred
- Passionate about helping the underserved and in full agreement with our mission and core values
- Strong attention to detail is required.
- Bilingual fluency preferred.
- Exceptional interpersonal and relational skills.
- Must be a team player.
- Ability to quickly learn and adapt new skills.
- Ability to manage competing priorities is critical for success in this role.
- Excellent customer service and organizational skills.
- Proven ability to communicate both in written and verbal forms with people from a variety of backgrounds.
- Proficiency in the Microsoft Office suite of computer programs (Word, Excel, etc.)

Functional Competencies: Organizational skills, prioritization, communication, teamwork, time management, initiative, reliable and dependable, conflict resolution, customer service and interpersonal skills.

The Nashville Academy of Medicine / Medical Foundation of Nashville is an equal opportunity employer.

Work Schedule: The internship will run concurrent with summer classes. – May through August 2022, and applicants are welcome to apply for future semesters (please adjust the subject line of your email accordingly). Intern must complete at least 15-20 hours per week on site, with a maximum of 36 hours per week. Available days are Monday through Friday, 9am to 4:30pm, and the hours will be flexible depending on the student's schedule and any course credit requirements. Pay starts at \$10 per hour, based on skills.

Application Instructions:

Please email resume and a cover letter addressing the question below to

info@nashvillemedicine.org with “*Spanish-Bilingual Care Coordination and Social Services Internship*” in the subject line with your name. No phone calls please.

1. Please describe your education and practical experience with the Spanish language. *Please note if you speak any other language(s) other than Spanish and English.*

Company:

Nashville Academy of Medicine
Medical Foundation of Nashville
28 White Bridge Road, Suite 400
Nashville, TN 37205

About the Nashville Academy of Medicine

Founded in 1821, the Nashville Academy of Medicine is Tennessee’s oldest county medical society. It is dedicated to supporting more than 2300 physician members who provide the highest quality medical care and are pledged to uphold the highest standards of conduct. Academy members represent 70 fields of practice, all local hospital medical staffs, the faculties and administration of Nashville’s two medical schools, local and state health departments and boards, and numerous health and paramedical agencies and organizations. Since its founding, the Academy has produced 8 presidents of the American Medical Association and 47 presidents of the Tennessee Medical Association. Learn more at www.nashvillemedicine.org.

About the Medical Foundation of Nashville

In 2018, the Medical Foundation of Nashville was launched by leaders of the Nashville Academy of Medicine to house the charitable and educational programs previously operated by the Academy. Today, the Medical Foundation of Nashville empowers our community through public health education, coordinated charity care, and education for physicians and physicians in training. Project Access Nashville Specialty Care is the organization’s largest program, facilitating coordinated charity care for patients in Middle Tennessee. As the two organizations operate with a shared staff, this position will have the opportunity to engage with programs from both.