CrossOver Health Care Ministry

Richmond, VA

CrossOver Health Care Ministry is the largest free clinic in the Commonwealth of Virginia. With three locations throughout metro Richmond, CrossOver serves over 6,000 unique patients annually and last year provided more than 40,000 patient visits.

CrossOver serves to help provide access to care for the most vulnerable members of our community, the working poor. CrossOver treats a patient base that includes those who are completely uninsured and who fall below 200% of the federal poverty line. We provide our patients with comprehensive health care, which includes: primary care, 14 specialty care fields, mental health, dental care, ophthalmology, and spiritual care. As a free clinic which receives no federal funding, we are able to offer the wide array of services because of a dedicated group of medical and non-medical volunteers.

**Mission Statement:** We are called to provide health care, promote wellness, and connect community talents and resources with people in need in the name of Jesus Christ.

**Internship Title:** Medical Administrator

**Responsibilities/Projects:**
Summer Interns with CrossOver serve throughout the clinic and work closely with their supervisor onsite to develop a position that will benefit both the student and the organization. All non-clinical interns spend their first two weeks with the organization serving in the front office of any or all of our respective clinics. Responsibilities in this area include registering all patients for their daily appointments, scheduling follow-up appointments, prepping patient charts, and tracking patient information. All new interns are placed in this position because it is centrally located in our clinics, with access and opportunities to interact with our medical and administrative teams. In this position students will learn about clinic management, non-profit management, and practicing medicine, and this position will allow them to more thoughtfully explore where they would like to take their internship through the rest of the summer.

During these weeks, the intern will continually work with the clinic managers and volunteer coordinator to identify the role he/she would like to assume once he/she reaches the end of his/her first two weeks. Some interns may indicate they prefer to
stay in the front office because it provides a student with direct access to patients and clinicians and provides a vibrant learning environment. Other interns will choose to add new projects to their experience. Projects that are currently designed to use the assistance of interns include tracking patient’s medical outcomes for prescribed health conditions, interviewing prospective patients, assisting with the annual pharmacy audit, volunteer management, accounting, or development. We encourage all students, however, to explore these various aspects of health care administration, non-profit management, and practicing medicine. They are also encouraged to propose a project that they develop during their first two weeks that would benefit their academic development and meet a need for the organization.

**Qualifications:**
People-oriented, giving personality  
Flexibility and adaptability in fast-paced environment  
Organized with good attention to details  
Timely and committed

**Is there a language requirement? If so, please specify the language and level of proficiency needed.**
Bilingual highly desired but not required (Spanish, Arabic, or Portuguese). Spanish speaking interns will have more opportunities to serve patients directly.

**On-site Supervisor/Mentor:**
Jackie Wornom  
Volunteer Coordinator  
jwornom@crossoverministry.org  
(804) 422-2600 ex. 119

8600 Quiocassin Road, Suite 102  
Richmond, VA 23229  
Or  
108 Cowardin Ave.  
Richmond, VA 23224

**Mentorship Plan:**
All new volunteers will participate in a volunteer orientation session. These sessions are held twice a month. Interns will be assigned a supervisor, who will be responsible for guiding the student through their internship experience, and they will have direct access to their supervisor on a daily basis and the volunteer coordinator on a weekly basis.

**Does the intern need to provide his/her own transportation?** Yes

Edited: November 2012