

## **Sample Job Description: Medication Assistance Caseworker**

**Position Description:** Medication Assistance Caseworker

**Purpose:** To perform functions related to procuring and tracking free medications for qualifying patients. Tasks performed under regular supervision.

### **Responsibilities:**

- ◆ Day-to-day operation of *The Pharmacy Connection (TPC)* software;
- ◆ Screen patients for income level and determine whether or not patient qualifies for any patient assistance programs;
- ◆ Data entry of necessary information for *TPC*;
- ◆ Order medications from pharmaceutical companies' patient assistance programs;
- ◆ Assemble information from various sources for records and reports;
- ◆ Complete the required paperwork for each pharmaceutical company;
- ◆ Communicate via mail or telephone to physician's offices, patients, and pharmaceutical companies;
- ◆ Attend *TPC* trainings and roundtables;
- ◆ Operate standard office equipment (*copier, fax*);
- ◆ Train others as needed on *TPC*;
- ◆ Other duties may include:
  - Marketing and outreach
  - Developing relationships with providers
  - Report writing
  - Data collection

### **Knowledge, skills, and abilities:**

- ◆ Demonstrate initiative and ability to function independently;
- ◆ Must be able to type a minimum of 40 wpm;
- ◆ Must have excellent interpersonal communication skills;
- ◆ Must be detail-oriented;
- ◆ Possess general knowledge of Windows computer programs;
- ◆ Ability to focus on detailed paperwork.

### **Education and experience:**

- ◆ Must have a high school diploma;
- ◆ Must be computer literate;
- ◆ Medical office background desirable.