

BRANCH-HILLSDALE-ST. JOSEPH COMMUNITY HEALTH AGENCY JOB DESCRIPTION

CLINIC CLERK TECHNICIAN

Supervised By: Clinic Supervisor

Supervises: None

FLSA Status: Non-exempt

Position Summary:

Under the supervision of a Clinic Supervisor, serves as part of the health care team by performing routine clerical and technical clinic tasks according to program guidelines and recommended public health core competencies. Serves as the first point-of-contact for most clients and performs a full range of administrative and clerical duties associated with client inflow, scheduling, paperwork processing and the determination of program eligibility.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Creates and maintains new client accounts in the appropriate system. Schedules and makes appointments for clients. Answers phone calls and makes reminder calls for appointments. Provides program information and assists with outreach efforts.
2. Receives clients and their families at the clinic, as guests, conducting initial interviews. Gathers background information and assists in the completion of various forms and applications. Assists in determining program eligibility and prepares for client appointments.
3. Processes intake forms to verify client information including financial eligibility, health history and any possible "dual participation" and /or insurance forms.
4. Works with clients to gain cooperation with clear explanations to minimize their fears regarding clinic procedures. Performs assessment of limited English proficiency and obtains translation assistance as necessary.
5. Observes Agency Universal Precautions, OSHA, and HIPAA guidelines appropriately.
6. Manages referrals and maintains communication channels with other agencies.
7. Performs a variety of clerical support duties for the area of assignment, including typing, account keeping, record keeping, filing, clinical charting, providing counter assistance to visitors and performing a wide range of computer data entry.
8. Performs lab duties such as measuring, weighing, taking blood samples, administering

finger sticks as well as other routine lab duties according to program guidelines and recommended public health core competencies.

9. Participates in team meetings and seminars to update knowledge and skills related to program requirements and participates in quality assurance activities.
10. Performs duties of other clinic clerk/technician staff members as workloads, temporary absences or emergencies occur. May work at multiple facilities, necessitating travel.
11. Performs multi-tasking duties as needed for efficient information management and positive client service.
12. Deals courteously and effectively with client expectations and frustration with service waiting periods by providing occasional explanations and encouragement. Establishes rapport with clients.
13. Performs other duties as directed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- Requirements include the following:
- High school diploma or GED supplemented by vocational training as a medical assistant.
- One year of experience in clerical and clinical administrative support, preferably in public health administration.
- The Community Health Agency, at its discretion, may consider an alternative combination of formal education and work experience.
- Certification as a Medical Assistant preferred.
- Michigan Vehicle Operator's License.
- Knowledge of the principles and practices of providing clerical and clinical support, and customer service in public health.
- Knowledge of general office and clinical procedures, maintaining files and records and basic math skills.
- Skill in assembling and analyzing data and preparing accurate reports.

- Skill in effectively communicating ideas and concepts orally and in writing.
- Ability to critically assess situations and solve problems, and to work effectively under stress, within deadlines, changes in work priorities, and in emergency situations.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with others.
- Skill in the use of office equipment and technology, including Microsoft Suite applications, software programs utilized by the Community Health Agency, applicable medical equipment, and the ability to learn new software programs applicable to the position.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 50 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

The typical work environment of this job is an office setting where the noise level is quiet and sometimes moderate. Though applicable safety procedures are documented and utilized, the incumbent may be exposed to unsanitary or unhygienic materials, individuals and situations in the course of performing required duties. Travel is required of the position.

In an emergency, this position may be deployed to the field in a mission specific role which may include the role of vaccinator, environmental health staff, administrative support staff, distribution node (DN) staff, or points of dispensing (POD) staff. The Agency is part of the National Response Framework, established by the Federal Emergency Management Agency, and as such, employees are required to complete emergency response training courses and participate in drills and exercises.

X

Employee Signature

X

Date

By signing, I acknowledge that I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined.

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The Branch-Hillsdale-St. Joseph Community Health Agency provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.