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| **JOB DESCRIPTION** | | | | | |
| **JOB TITLE** | CLINICAL ADMINISTRATIVE ASSISTANT | | | **pAYROLL JOB CODE** |  |
| **LOCATION** | AGENCY OFFICE | | | **credentials** | NONE REQUIRED |
| **Department** | CLINICAL DEPARTMENT | | | **REPORTS TO** | CLINICAL DEPARTMENT MANAGER |
| **fsla sTATUS** | NONEXEMPT | **STARTING PTO LEVEL** | 1 | **EMPLOYMENT CLASS** | FULL TIME |

**Summary**

Under supervision, develops, implements, and maintains processes to ensure and enhance the quality of clinical and personal care services offered by the agency. In this role, the Clinical Administrative Assistant will support the Clinical Department in the agency’s overall Quality Assurance functions. In addition, the Clinical Administrative Assistant serves as a liaison between the client and ancillary services. Specifically, the Clinical Administrative Assistant will assist in ongoing client chart review and facilitate referrals and coordination of supplementary services.

**Essential Job Duties AND Responsibilities**

* Assists the Clinical Department in executing the agency’s overall plan for the Nursing and Quality Assurance operations.
* Assists the Nurse Coordinator in monitoring of late or missed nurse appointments, and timely submission of all nursing documentation in accordance with the company policies, RSA regulations and local government requirements.
* Assists the Nurse Coordinator in composition and submission of the Reportable Event.
* Participates in Nurse orientation as requested.
* Provides input on Clinical operations policies and procedures as requested.
* Ensures Clinical Department administrative functions are carried out promptly for efficient operation.
* Facilitates and coordinates the referral process to other health care providers or ancillary services based on clinical records and recommendations and/or due to condition change.
* Educates clients and families regarding additional community-based services/resources in order to support client’s wellbeing and ability to remain at home.
* Assists the Clinical Department Manager in Client Advocacy efforts including supporting the agency’s staff, clients and families regarding the healthcare programs and benefits available, and navigating program-related processes. Directs clients to Support Planners as required.
* Maintains open line of communications with clients, referral sources, and other third parties contacting the agency via any means including phone, email, social media, and fax. Whenever possible, handles requests without supervision before escalating complex issues to the correct resource.
* Interacts with agency visitors and handles requests without supervision when possible. Escalates more complex issues to the correct internal resource.
* Completes required reports, forms, etc., for Clinical Department as requested.
* Maintains confidentiality for all resident, administrative, and corporate information.
* Develops and maintains a good working rapport with inter-department staff and other departments within the agency to assure administrative services can be completed to meet the needs of the agency.

| **Professional Requirements:** |
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| * Represents the agency in a friendly, positive, and professional manner. |
| * Adheres to dress code, appearance is neat and clean. |
| * Maintains patient confidentiality at all times. |
| * Reports to work on time and as scheduled, completes work within designated time. |
| * Wears identification while on duty, uses time system correctly. |
| * Completes in-services in a timely fashion. |
| * Attends annual review and agency in-services, as scheduled. |
| * Attends staff meetings regularly, reads and returns all monthly staff meeting minutes. |
| * Complies with all agency policies regarding ethical business practices. |
| * Adheres to the mission, ethics, and goals of the agency. |
| * Maintains knowledge of current community-based services and resources by actively pursuing ongoing personal development and continuous education opportunities. |

**LANGUAGE SKILLS:**

* Able to communicate effectively in English, both verbally and in writing.
* Additional languages preferred.

**QALIFICATIONS:**

* Associate’s degree or equivalent required.
* Knowledge of medical terminology required.
* Strong organizational skills, the ability to handle a variety of assignments, some of moderate complexity and requiring considerable familiarity with the operating details of the agency.
* Must have strong, positive interpersonal skills.
* Must demonstrate discretion in handling of confidential information.
* Must have a sense of accountability and responsibility.
* Must possess the ability to form independent decisions in absence of supervisor.

**KEY COMPETENCIES**

**Compassion**: Genuinely cares about people; is concerned about their work and non-work problems; is available and ready to help; is sympathetic to the plight of others not as fortunate; demonstrates real empathy with the joys and pains of others.

**Composure**: Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn’t show frustration when resisted or blocked; is a settling influence in a crisis.

**Integrity and Trust**: Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn’t misrepresent him/herself for personal gain.

**Customer Focus**: Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

**Conflict Management:** Steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; can hammer out tough agreements and settle disputes equitably; can find common ground and get cooperation with minimum noise.

**Problem Solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn’t stop at the first answers.

**Listening**: Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.

**Perseverance:** Pursues everything with energy, drive, and a need to finish; seldom gives up before finishing, especially in the face of resistance or setbacks.

**Peer Relationships:** Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers**.**

**Priority Setting**: Spends his/her time and the time of others on what’s important; quickly zeros in on the critical few and puts the trivial aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

**PHYSICAL CAPABILITIES**

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| **Physical Requirements:** | Medium work **–** Exerting up to 50 lbs. of force occasionally or up to 20 lbs. of force frequently, or up to 10 lbs. of force constantly to move objects. |
| **Visual Acuity:** | Arm's reach visual acuity **–** Worker is required to have visual acuity to perform activities such as operating machines (i.e. lathes, drill presses, power saws & mills) where the seeing job is at or within arm’s reach; performing mechanical or skilled trades tasks of a non-repetitive nature (i.e. ones by carpenters, technicians, service people, plumbers, painters, mechanics, etc.)  Close visual acuity **–** Worker is required to have close visual acuity to perform activities such as preparing & analyzing data & figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts or operation of machines (including inspection); using measurement devices; or assembly or fabrication of parts at distances close to the eyes.  General observations visual acuity **–** Worker is required to have visual acuity to determine the accuracy, neatness & thoroughness of the work assigned (i.e., custodial, food services, general labor, etc.) or to make general observations of facilities or structures (i.e., security guard, inspection, etc.)  Motor vehicle visual acuity **–** Worker is required to have visual acuity to operate motor vehicles or heavy equipment. |
| **Physical Activities:** | Balancing **–** Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or moving surfaces. This factor exceeds the amount & kind of balancing required for ordinary locomotion & maintenance of body equilibrium.  Feeling **–** Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.  Fingering **–** Picking, pinching, typing or otherwise working, primarily with fingers rather than with whole hand or arm as in handling.  Grasping **–** Applying pressure to an object with the fingers and palm.  Hearing **–** Perceiving the nature of sounds at normal speaking levels with/without correction, & having the ability to receive detailed information through oral communication, & making fine discriminations in sound.  Kneeling **–** Bending legs at knee to come to a rest on knee or knees.  Lifting **–** Raising or moving objects/patients from a lower to higher position or horizontally from position to-position. This factor is important if it occurs to a considerable degree & requires the substantial use of the upper extremities & back muscles.  Pulling **–** Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.  Pushing **–** Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.  Reaching **–** Extending hands or arms in any direction.  Repetitive motions **–** Making substantial movements/motions of the wrists, hands, or fingers.  Standing **–** Remaining upright on the feet, particularly for sustained periods of time.  Stooping **–** Bending body downward & forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities & back muscles.  Talking **–** Expressing or exchanging ideas by means of the spoken word; those activities where detailed or important spoken instructions must be conveyed to other workers accurately, loudly, or quickly.  Walking **–** Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another. |
| **Physical Conditions:** | Exposed to Inside conditions **–** Subject to inside environmental conditions; protected from weather conditions, but not necessarily from indoor temperature changes.  Required to wear a respirator **–** Worker maybe required to wear a respirator although not typically required.  Exposure to infectious disease **–** Not typically subject to exposure to infectious diseases however may perform client home visits where minimal risk occurs and standard precautions should be exercised.  Work around mental health patients – Worker maybe required to function around mental health patients.  Not exposed to adverse conditions **–** Worker is not substantially exposed to adverse environmental conditions (as in typical office or administrative work). |

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| **Acknowledgement** | | |
| I have read the above job description and fully understand the requirements set forth. I understand the agency reserves the right to revise and/or changes job duties, tasks, work hours/shifts, and work requirements at any time. I have noted below any job duties that I am not able to perform, with or without accommodation. I have also noted any accommodations that are required to enable me to perform these duties.  Comments:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| Employee Print Name: | Employee Signature: | Date: |
| Supervisor Print Name: | Supervisor Signature: | Date: |