

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: CLINICAL ASSISTANT I/II/III
CLASS CODE: I - 6603 II - 6604 III - 6605
FLSA STATUS: NON-EXEMPT
SUPERVISORY STATUS: I - NONE II - NONE III - LEAD
EFFECTIVE DATE: 10/28/2014 (REPLACES 10/6/2014 VERSION)
DEPARTMENT: NURSING

JOB SUMMARY

Performs a variety of clerical and secretarial support duties as needed to expedite the day-to-day operations provided through various clinical and related nursing services including immunizations, TB monitoring, Well-Baby, Baby Your Baby, Home Visitation, and CHEC Programs, and Cancer, Wellness, STD Clinics, and epidemiology.

CLASS CHARACTERISTICS

Clinical Assistant I: Works under close to general supervision in performing duties at the entry or training level or in performing routine tasks that are less complex or detailed than those performed at the full performance level.

Clinical Assistant II: This full performance level works under general supervision in performing duties of considerable difficulty that involve some independent judgement.

Clinical Assistant III: Works under general supervision in performing the most complex duties within the assigned function. This advanced level requires considerable knowledge of the policies, procedures, and laws affecting the work. Incumbents at this level are capable of training and leading others.

ESSENTIAL DUTIES

Clinical Assistant I:

Prepares clinic reports; utilizes customized computer applications to document and record services rendered; completes various data entry projects; ensures timely preparation and delivery of reports as required by the department or State of Utah Department of Health.

Performs general client in-take processes and registration; receives and reviews client paperwork and documentation; performs initial assessment of client eligibility for services; sets appointments and schedules for assigned nursing staff; apprises or reminds clients of appointments and exams; prepares and mails monthly reminders; monitors client status and updates client list as needed; opens and closes new cases as needed; purges and archives records; ensures compliance with HIPAA regulations.

Assists in promoting awareness of nursing services; participates in public general education programs and presentations; attends public events such as the County Fair, health fairs, etc. and staffs information booth; assists in delivering power point presentations; distributes brochures and responds to questions regarding clinical and related nursing services; collects donations.

Performs general office clerical and secretarial duties; responds to calls and walk-in public; receives payments for services and issues receipts; performs general records maintenance and filing; composes various types of correspondence as assigned.

ADDITIONAL RESPONSIBILITIES MAY INCLUDE

Provides interpretation and translation services for related county health programs.

Clinical Assistant II (In addition to duties described above):

Opens and closes new cases; records immunization histories; enters service codes; tracks cases; sets up or voids encounter numbers according to established policies and guidelines.

Assists with the day-to-day logistical processes for conducting various clinics and scheduled services such as cancer clinics, wellness clinics, STD clinics, CHEC services. Sets up clinic rooms; assists nursing and medical staff with blood pressure checks and pregnancy, Hgb, and urine tests.

Maintains ongoing working relationships and partnerships with medical professionals to staff the targeted service levels of the CHEC Program. Ensures compliance with HIPAA regulations. Provides information on activities and resources available through the health department.

Performs routine account and service audits; assesses accuracy of billings; assists to prepare daily report of credit card receipts; prepares daily money bags for in-house and satellite clinics; monitors cash on hand and balances receipts; prepares deposits, runs tapes on checks, cash, and credit cards; maintains spreadsheet records; posts receipts as appropriate.

Assesses accuracy of billings by working in conjunction with Medical Billing Coordinator and Medical Billing Specialist to review reports and payments from insurance companies.

Performs cashiering duties for services rendered; enters service codes, updates immunization records, identifies appropriate charges for services, takes payment and issues receipts; performs over-the-counter customer service including processing requests for release of records and may provide reading and interpretation of TB test results.

Visits satellite clinics to assist with administrative and cashiering duties.

Performs technical data input; organizes files and records; prepares reports for supervisor's signature; arranges meetings, prepares agenda and records and distributes minutes; follows up to ensure progression and completion of files/records.

Proofreads documents and data input reports for correctness, clarity, and completeness.

Fills in for coworkers during their absence or as assigned.

Clinical Assistant III (In addition to duties described above):

Performs various lead worker functions within an assigned area or specialty program; may train new hires; assists in monitoring and communicating work schedules and assignments.

Performs routine oversight and quality control of general clinical and administrative functions such as record keeping and report generation.

Performs billing and payroll activities.

Coordinates activities with businesses, other governmental entities, or citizens.

KNOWLEDGE, SKILLS, AND ABILITIES

Clinical Assistant I:

Working Knowledge of: Standard office practices; proper grammar, spelling, and punctuation.

Skill in: Reading, writing, and basic math; operating standard office equipment; word processing, data entry, and basic spreadsheets.

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Ability to: Maintain cooperative working relationships with those contacted during the course of work activities; communicate effectively verbally and in writing; understand and follow clear work instructions; distill relevant and useful elements from vast amounts of information; multi-task.

Clinical Assistant II (In addition to the knowledge, skills, and abilities described above):

Skill in: Using various software programs unique to the Health Department and/or the Nursing Division.

Ability to: Understand broad objectives and follow general instructions.

Clinical Assistant III (In addition to the knowledge, skills, and abilities described above):

Considerable Knowledge of: Health Department policies and procedures and laws, codes, and regulations relevant to work performed.

Skill in: Basic bookkeeping.

Ability to: Train and lead others.

PHYSICAL DEMANDS

Regularly: Sits at a desk; walks, stands, or stoops, uses tools or equipment requiring a high degree of dexterity; works for sustained periods of time maintaining concentrated attention to detail.

Occasionally: Lifts or otherwise moves objects weighing up to 30 pounds.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an office or other environmentally controlled room.

EDUCATION, EXPERIENCE, AND OTHER REQUIREMENTS

Selected applicants shall be strongly encouraged to receive immunizations according to the Center for Disease Control and/or County Health Department Policy. Selected applicants may be subject to a background check.

Clinical Assistant I: High school diploma or equivalent and one (1) year of general clerical support work experience. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

Clinical Assistant II: High school diploma or equivalent and three (3) years of general clerical support work experience. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

Clinical Assistant III: High school diploma or equivalent and five (5) years of general clerical support work experience of which two years were directly related to the duties described above. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.