



# Senior Clinical Assistant

## Job Description

Department: Health  
Position: Career Service  
Grade: 503  
Supervisory: Lead  
Reports to: Bureau Director – Nursing or Nurse Supervisor

### Summary

Under general supervision from a Nurse Supervisor or Bureau Director – Nursing, performs a variety of complex clerical and secretarial support duties as needed, requiring considerable knowledge of the policies, procedures, and laws affecting the work. Support duties are to expedite the day-to-day operations provided through various clinical and related nursing programs including, but not limited to: immunizations; tuberculosis; maternal and child health; and the wellness clinic. Incumbents are capable of training and leading others.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Prepare clinic reports; utilize customized computer applications to document and record services rendered; complete various data entry projects; ensure timely preparation and delivery of reports as required by the department or State of Utah Department of Health.
2. Perform general client in-take processes and registration; receive and review client paperwork and documentation; perform initial assessment of client eligibility for services; set appointments and schedules for assigned nursing staff; apprise or remind clients of appointments and exams; prepare and mail monthly reminders; monitor client status and update client lists as needed; purge and archive records; ensure compliance with HIPAA regulations.
3. Assist in promoting awareness of nursing services; participate in public general education programs and presentations; attend public events such as the County Fair, health fairs, etc. and staff information booths; assist in delivering power point presentations; distribute brochures and respond to questions regarding clinical and related nursing services; collect donations when appropriate.
4. Perform general office clerical and secretarial duties; respond to calls and walk-in public; perform general records maintenance and filing; compose various types of correspondence as assigned.
5. Open and close new cases; record immunization histories; enter service codes; track cases; set up or void encounter numbers according to established policies and guidelines.

### For Office Use Only

Job Code: 6605  
Job Title: Senior Clinical Assistant  
FLSA: Non-Exempt  
Effective Date: 4/2/2020  
Public Safety: No

Worker's Compensation: Clerical  
Background Level: II  
Safety Sensitive: No  
DOT: No  
ML: Individual Contributor

6. Assist with the day-to-day logistical processes for conducting various clinics and scheduled services such as cancer clinics, wellness clinics, STD clinics, CHEC services; set up clinic rooms; assist nursing and medical staff with blood pressure checks and laboratory tests.
7. Maintain ongoing working relationships with staff and medical professionals. Ensure compliance with HIPAA regulations. Provide information to patients and the public about activities and resources available through the health department.
8. Perform routine account and service audits; assess accuracy of billings; assist preparation of daily report of credit card receipts; prepare daily money bags for in-house and satellite clinics; monitor cash on hand and balance receipts; prepare deposits; run tapes on checks, cash, and credit cards; maintain spreadsheet records; post receipts as appropriate.
9. Assess accuracy of billings by working in conjunction with Medical Billing Coordinator and Medical Billing Specialist to review reports and payments from insurance companies.
10. Perform cashiering duties for services rendered; enter service codes, update immunization records, identify appropriate charges for services, receive payment for services and issue receipts; perform over-the-counter customer service including processing requests for release of records; may provide reading and interpretation of TB test results.
11. Work in satellite clinics as assigned.
12. Perform technical data input; organize files and records; prepare reports for supervisor's signature; arrange meetings, prepare agenda and record and distribute minutes; follow up to ensure progression and completion of files/records.
13. Proofread documents and data input reports for correctness, clarity, and completeness.
14. Fill in for coworkers during their absence or as assigned.
15. Perform various lead worker functions within an assigned area or specialty program; may train new hires; assist in monitoring and communicating work schedules and assignments.
16. Perform routine oversight and quality control of general clinical and administrative functions such as record keeping and report generation.
17. Perform billing and payroll activities.
18. Coordinate activities with businesses, other governmental entities, or citizens.
19. May provide interpretation and translation services for related county health programs.

### **Knowledge, Skills, and Abilities**

- Knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Considerable knowledge of Health Department policies and procedures and laws, codes, and regulations relevant to work performed
- Skilled in reading, writing, and basic math
- Skilled in operating standard office equipment
- Skilled in word processing, data entry, and basic spreadsheets
- Skilled in using various software programs unique to the Health Department and/or the Nursing Division

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- Skilled in basic bookkeeping
- Ability to maintain a cooperative working relationship with those contacted during the course of work activities
- Ability to communicate effectively verbally and in writing
- Ability to understand and follow clear work instructions
- Ability to distill relevant and useful elements from vast amounts of information
- Ability to effectively multi-task
- Ability to understand broad objectives and follow general instructions
- Ability to train and lead others
- Ability to type accurately and at an acceptable rate, based on job duties

### **Supervisory Responsibility**

This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. Work may expose the incumbent to contagious or infectious diseases. Work may expose the incumbent to high stress situations including contact with the public and others in confrontational, emotionally charged, or uncomfortable circumstances. The noise level in the work environment is usually moderate.

### **Physical Demands**

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. Works for sustained periods of time maintaining concentrated attention to detail. The employee is required to type, file and lift supplies or objects up to thirty (30) pounds. The employee may drive a motor vehicle when traveling to satellite clinics.

### **Position Type / Expected Hours of Work**

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

### **Travel**

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

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**Required Education and Experience**

- 1. High school diploma or equivalent.
- 2. Five (5) years of general clerical support work experience of which two (2) years directly relate to the duties described above.
- 3. Equivalent combinations of education and experience may also be considered.

**Preferred Education and Experience**

- 1. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.
- 2. Preference may be given to applicants who are bilingual.

**Additional Eligibility Qualifications**

- 1. Applicants must possess a valid driver’s license and obtain a valid State of Utah driver’s license within sixty (60) days of employment.
- 2. Selected applicants will be required to submit to a pre-employment drug screen and background check.
- 3. Selected applicants shall be strongly encouraged or required to receive immunizations according to the Center for Disease Control and/or County Health Department Policy.

**AAP/EEO Statement**

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

**Below is to be completed after an offer has been extended and accepted.**

**Signatures**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_

Department Head \_\_\_\_\_

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Director – Human Resources \_\_\_\_\_

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

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