

GRADE: 10
DIVISION: PREVENTIVE HEALTH SERVICES – Healthy Start

POSITION SUMMARY:

Primarily responsible for administrative and data-maintenance support for the Tulsa Health Department Healthy Start (THD HS) program.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

The following functions represent the majority of the duties performed by the position, but is not meant to be all-inclusive or prevent other duties from being assigned when necessary.

ESSENTIAL JOB FUNCTIONS:

1. Provide excellent (friendly, effective and timely) front-line customer service to both internal and external community partners and program participants.
2. Complete administrative duties required to fulfill Healthy Start activities to include ordering supplies, writing correspondence as directed by Program Manager, assisting in the tracking of invoices from the Healthy Start subcontractors and other duties necessary to fulfill the role of administrative support.
3. Attend and record appropriate Healthy Start meetings as directed by Program Manager.
4. Ensure timely completion of administrative submission process for monthly Time and Effort reports.
5. Maintain procedures and protocols for case manager data completion and personal task responsibilities.
6. Serves as liaison and trouble-shooter between THD HS program staff and subcontracted vendors and partners, as appropriate.
7. Support Quality Improvement (QI) efforts by coordinating meeting logistics, distributing meeting agendas, maintaining meeting minutes, and assuring ongoing and effective communication between all team members.
8. Facilitate and ensure Quality Assurance (QA) with respect to data collection procedures; comprehensive data entry; and HRSA-mandated data reporting.
9. Be well-versed with Database functions and assist with maintaining data quality by:
 - Completing complex data management functions (queries, sorts, alignments) during high-demand conditions as instructed by Program Manager;
 - Editing information in the database as directed by THD HS Evaluator or Data Management Systems Specialist;
 - Conducting daily maintenance of the Caseload Report, and distributing it on a monthly and as-needed basis;
 - Assisting Data Management Systems Specialist with Performance Monitoring reporting and Data Auditing;
 - Maintaining a Data User Guide/Procedure Manual including timeline, database user guide, and data entry procedures; and

- Responding to requests from THD HS Evaluator or Data Management Systems Specialist to assist with data analysis functions.
10. Track monthly data submissions provided by Case Managers to ensure comprehensive scope and timeliness.
 11. Respond to requests from program staff regarding clarification of data; assist identification of missing data; close potential gaps on missing data; and enter into database program, as appropriate.
 12. Make recommendations for additional variables to be captured as part of data entry to meet HRSA performance measurements for Healthy Start.
 13. Assist in the design of forms for capturing data entry elements.
 14. Train newly-hired staff on forms and appropriate procedures required for data entry.
 15. Complete required training in support of administrative duties and responsibilities of this position.
 16. Other duties as assigned including those required to fulfill activities in support of public health emergency operations.

QUALIFICATIONS/SPECIFICATIONS:

Education: Associate degree required; Bachelor's degree preferred.

Experience: Two years of related administrative support and data management experience required.

Knowledge and Skills:

- Must be well organized.
- Knowledge of proper English usage, spelling, punctuation, and grammar.
- Good proofreading skills.
- Skilled in computer applications, preferably Microsoft Office programs.
- Adept at handling and manipulating large quantities of data.
- Skilled in concentrating and paying attention to detail, alphabetizing, spelling, and writing legibly.
- Ability to follow oral and written directions and work effectively with others.
- Good comprehension skills with clients in completing forms and records.
- Good interpersonal and customer service skills are essential.

Licenses: None.

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:

Regular internal contact with Healthy Start Program Manager, Administrative staff, and Case Managers.

PHYSICAL EFFORT:

Sitting for an extended period of time when entering data.

SUPERVISORY RESPONSIBILITY / ACCOUNTABILITY:

Direct Supervision – None.

Indirect Supervision – None.

Budget/Money/Material – No direct accountability.

Reports to – Healthy Start Manager

WORKING CONDITIONS:

No unusual working conditions.

SPECIAL REQUIREMENTS:

- Willing to accept other duties in other work areas as necessary.
- Must maintain THD record confidentiality according to HIPAA regulations.

FLSA Status: Non-Exempt