

GRADE: 6
DIVISION: Preventive Health Services - TB

POSITION SUMMARY:

Primarily responsible for coordinating refugee health-related activities. Promotes the mission of the Tulsa Health Department (THD) by alleviating barriers to health care access for clients served by THD. Additionally provides service to Tuberculosis Control Program (TB) through entering computerized patient medical data in PHOCIS software; prepares correspondence, forms and reports using computer; greets clients; answers telephones; and scans outside records to attach into PHOCIS records. **Bilingual in Burmese, Zomi, and English required.**

PRINCIPAL DUTIES/RESPONSIBILITIES:

Responsibilities include providing public health awareness, assistance in healthcare access, and client advocacy. 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 (95% of Time):

1. Receives payment from patients and issues receipts, answers the telephone, routes calls, greets clients, and schedules appointments.
2. Enters and retrieves computerized patient medical data in PHOCIS software; scans and attaches correspondence and medical information into file; updates as needed; and performs charge entry for patient encounters.
3. Programs assistance to complete the initial refugee/immigrant/parolee packet of health information upon arrival into Tulsa County.
4. Ensures completion of Electronic Data Notification (EDN) documents.
5. Provides technical assistance and information to Center for Disease Control (CDC) Oklahoma State Department of Health (OSDH), health care providers, and public health entities working with refugee health issues.
6. Collects baseline data and comparisons through EDN, CDC, OSDH and any other databases available to THD.
7. Utilizes available data to support programmatic interventions and initiatives to meet the goals and objectives for CDC, OSDH and THD.
8. As an EDN user, coordinates analysis and follows up on information obtained from CDC Division of Global Migration and Quarantine (DGMQ) on refugees entering the U.S. with Class A or B medical conditions.
9. Provides data for any follow-up referrals to community agencies as requested.
10. Collaborates with program staff in meetings and trainings.
11. Partners with Immunization Program, HIV/STD, and other relevant chronic and acute programs to ensure specialty referrals are processed for refugees needing access to these services.
12. Develops and maintains partnerships with the volunteer refugee resettlement agencies.
13. Collaborates and consults with the State Refugee Coordinator's office.

14. Produces and distributes communication materials relating to refugee health together with others who are actively engaged with resettlement.
15. Through EDN establishes mechanisms to ensure that follow up and treatment of tuberculosis is reviewed by a Public Health Physician when the refugee medical examination indicates a Class A or B medical condition.
16. Completes required training in support of duties and responsibilities of this position.
17. Other duties as assigned including those required to fulfill activities in support of public health emergency operations.

SECONDARY JOB FUNCTIONS – NON-ESSENTIAL (5% of Time):

Prepares special reports concerning the operation of the unit served by securing data from department records and compiling data in requested form for such reports.

QUALIFICATIONS/SPECIFICATIONS:

Education: High school diploma or equivalent required.

Experience: One year of clerical experience required.

Knowledge and Skills:

- **Bilingual in Burmese, Zomi, and English required.**
- Data entry skills of 25-30 WPM.
- Knowledge of Microsoft Word and MS Office applications.
- Knowledge of proper English usage, spelling, punctuation, and grammar.
- Good proofreading skills.
- Detail oriented, with the ability to alphabetize, spell and write legibly.
- Ability to follow oral and written directions and work effectively with others.
- Good comprehension skills with clients in completing forms and records to assure confidentiality in collecting and protecting personal health information (PHI).
- Good interpersonal and customer service skills are highly essential.

Licenses: None.

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:

- Internal contact with Laboratory, Health Services and Information Technology Services personnel.
- Frequent external contact with the general public to answer questions and schedule appointments; and occasional contact with external healthcare workers to gather disease incidence information.

PHYSICAL EFFORT: See Page 4.

SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY:

Direct Supervision – None.

Indirect Supervision – None.

Budget/Money/Material – Responsible for assigned computer software and hardware.

Reports to – Administrative Assistant, CHIPS

WORKING CONDITIONS: See page 4.

SPECIAL REQUIREMENTS:

Must maintain THD record confidentiality according to HIPAA regulations.

FLSA Status: Non-Exempt

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- **Stooping:** Ability to bend spine at waist and full motion of lower extremities.
- **Reaching:** Ability to extend hands arm(s) up and out.
- **Grasping/Fingering:** Ability to hold objects by using fingers and hands, and ability to use fingers for operational needs such as typing.
- **Walking:** Ability to move on foot for an extended period of time.
- **Sitting:** Ability to sit for an extended period of time.
- **Lifting:** Ability to occasionally move/transfer objects up to 30 pounds.
- **Talking:** Ability to communicate by use of the spoken word.
- **Hearing:** Ability to identify sounds in order to receive information.
- **Visual acuity:** Ability to perform activities that require close visual acuity. Must also have the visual acuity to operate motor vehicles and/or heavy equipment.
- **Working conditions:** Regular exposure to a noisy and crowded work environment, communicable diseases and interaction with sometimes demanding clients.