

GRADE: 6
DIVISION: ADOLESCENT AND CHILD HEALTH – Child Guidance

POSITION SUMMARY:

Primarily responsible for preparing correspondence, forms and reports, receiving clients, answering telephone, scheduling appointments and daily bookkeeping and filing.

PRINCIPAL DUTIES/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 (95% of Time):

1. Answers telephone, takes and prepares initial contact sheets, routes calls, receives clients, answers questions and schedules appointments.
2. Distributes mail, file and type evaluations, letters, handouts, employee time reports and other miscellaneous typing.
3. Responsible for setting up client charts to meet minimal standards (applications, informed consents, authorizations to release/obtain information, etc.).
4. Responsible for bookkeeping through Medic System/PHOCIS handled through the North Regional Health Center's Child Guidance office.
5. Prepares paperwork for office supplies and others items needed by clinic.
6. Gathers and obtains signature of program supervisor during the course of daily business.
7. Completes required training in support of duties and responsibilities of this position.
8. 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):

1. Participates in staff meetings every other week.
2. Attends workshops and training as required.

QUALIFICATIONS/SPECIFICATIONS:**Education:**

- High school diploma or equivalent required.

Experience:

- Two to three years of clerical work preferred.
- One year of clerical work required.

Knowledge and Skills:

- Keyboarding skills at a speed of 40-50 WPM.
- Working knowledge of Microsoft Word and MS Office applications.
- Knowledge of proper English usage, spelling, punctuation and grammar.
- Good proofreading skills.
- Skills in concentrating and paying attention to detail, alphabetizing, spelling and writing legibly.
- Ability to follow oral and written directions and to work effectively with others.
- Good comprehension skills with clients in completing forms and records.
- Good interpersonal and customer skills are highly essential.
- Skill in obtaining confidential personal health information (PHI).

Licenses: None.

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:

- Frequent external contact with general public in answering questions and scheduling appointments.

PHYSICAL EFFORT:

No unusual physical effort.

SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY:

Direct Supervision – None.

Indirect Supervision – None.

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

Reports to – Manager, Child Guidance

WORKING CONDITIONS:

Exposure to a noisy work environment, communicable diseases, interaction with sometimes hostile clients, and a crowded work environment may lead to stressful conditions.

SPECIAL REQUIREMENTS:

Must maintain THD record confidentiality according to HIPAA regulations.

FLSA Status: *Non-Exempt*