

POSITION DESCRIPTION

SUPPORT STAFF II

Medical Services

Region Ten Community Services Board

CLASSIFICATION TITLE: Support Staff II

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent serves as a fully functional receptionist and telephone operator with other related duties as assigned. This position is an essential position that requires the absolute minimal number of absences.

The incumbent reports to the Nursing Manager and duties require proceeding alone under standard practices with referral of questionable situations to the supervisor. In carrying out position duties, he/she performs in accordance with Region Ten confidentiality requirements and established Region Ten policies and procedures. The incumbent is expected to apply clearly prescribed standard practices and analysis of facts and determining action using a wide range of procedures, but within limits of standard practice in fulfilling position duties.

The HIPPA access level for this position is Level Three – Access to PHI for limited time for the purposes of 1) data entry 2) scheduling 3) processing initial paperwork 4) triage function for emergency services and access 5) assisting clients to get to appropriate appointment or provider. PHI should be limited to only the information necessary to complete job functions listed above.

The HIPPA access level for this position is Level Two

The essential functions of this job are starred below (*) under “Major duties.”

MAJOR DUTIES:

1. *Answering and routing all incoming calls and taking brief call back information when needed. Should know how to perform telephone function. Assuring that a call for urgent services is transferred to a "live person" and not voice mail.
2. *Registers all clients, greet visitors and staff in a polite manner. Assists them in getting to their location
3. Assist with calls to obtain authorizations from pharmaceutical companies and completes indigent forms
4. Schedule appointments for prescribers in med clinic.
5. *Follows procedures for closing clinic each day (i.e. lock doors, etc).
6. Performs filing as requested and sends filing to medical records and scans as needed.
7. Monitors clinic waiting room and is responsible for the appearance of the waiting room.
8. Assures that adequate supply of general use supplies/forms are available at all times; assures that equipment is working properly.
9. Hands out prepared medications, obtains signature for person picking them up.
10. *Reads all agency communication.
11. Other duties or special projects as assigned by the Nursing and Medication Services Manager.
12. *Maintains a professional demeanor and attitude.
13. Assist with communications with other agencies and hospitals assuring that clients being discharged have appointments with medical staff.
14. *Keys in planned events into Credible
15. Provide front desk reception coverage on an as needed basis.
16. Run monthly reports for programs.
17. Orders office supplies
18. Put lab order for bloodwork into Labcorp Beacon.
19. Maintain office dictation equipment.

QUALIFICATIONS:

The incumbent needs to possess the following knowledge, skills and abilities:

Knowledge of: switchboard operation, data processing, service ticket transmittal, receipts, dealing with difficult people, WORD, and basic clerical procedures.

Skills in: answering phones, data entry, typing, word processing, and interpersonal communications. Computer knowledge required in Word and Excel

Abilities to: be professional, communicate with a wide variety of people, take accurate messages, work under pressure, refer crisis situations to appropriate staff, and be courteous under stressful situations.

SUPPORT STAFF II**Center for Case Management & Emergency Services - Medical Services – Region Ten Community Services Board****Page 2**ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Administrative Performance Evaluation Standards.

POSITION LOCATION: Region Ten Community Services Board
800 Preston Avenue
Charlottesville, Virginia 22903-4420

POSITION ORGANIZATION CHART

Nursing Manager
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Support Staff II

GRADE: 5

SCHEDULE: 8:00 a.m. – 5:00 p.m.

Position Description Updated: March 23, 2017

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date