

JOB DESCRIPTION

POSITION TITLE:	Clinical Administrative Assistant
LOCATION:	HOPE Clinic - Main
REPORTS TO:	Director of Clinical Services & Quality Improvement
EDUCATION:	Bachelor's Degree required; preferably in Healthcare or Business Administration
WORK EXPERIENCE:	2 years relevant experience required; Experience in Healthcare or Nonprofit preferred.
SALARY RANGE:	\$15 - \$20 per hour; DOE
FLSA STATUS:	Non-exempt
POSITION TYPE:	Full-Time
LANGUAGE:	Fluent in English; Bilingual in English and Spanish, Arabic, Burmese, Chinese or other languages is preferred

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including race, creed, color, age, sex, religion or national origin.

JOB SUMMARY:

Working in collaboration with the Medical Director and the Director of Clinical Services and Quality Improvement, the Administrative Assistant provides support by scheduling and coordinating meetings, organizing clinical department procedures and activities, and overseeing special requests/projects. The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, and organizational skills, and the ability to maintain a realistic balance among multiple priorities. The Clinical Administrative Assistant will have the ability to work independently on projects, from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion.

MAJOR DUTIES & RESPONSIBILITIES:

- Provide administrative support to clinical leadership team and providers;
- Coordinate Methodist partnership in pulmonary and hematology/oncology fellowship;
- Coordinate centering pregnancy and parenting group visits with Centering Steering Committee;
- Build relationships with locum agencies to help with staffing needs when HOPE provider takes time off. Coordinate with IT, Site Manager, Procurement during staffing;
- Track and monitor HOPE providers and locum timesheets and schedule for payroll and billing departments;
- Submit bi-monthly timesheets for providers, including contractors and locums;

- Create and submit after hours, answering services, and cross coverage schedules for providers. Communicates with providers about these schedules and also coordinates with external parties such as answering service for changes as appropriate;
- Coordinate and place Nurse Practitioner and Medical Students with HOPE Clinic providers/staff as appropriate working closely with Site Managers and providers;
- Schedule and coordinate department (clinical) meetings; greet visitors, vendors, and send invitations and track attendance;
- Coordinate quarterly peer review compilation reports with providers, working closely with Director of Clinical Services & Quality Improvement;
- Report jelly bean audit to Clinical and Medical Director on a quarterly basis;
- Complete needed compilations and reports for quality improvement efforts;
- Coordinate quarterly peer review forms with adult, pediatric, dental, optical, and ob/gyn departments;
- Coordinate the on and off boarding/orientation of providers with Clinical and Medical Directors;
- Work closely with TACHC, CEO, and HR to assist with provider recruitment, scheduling interviews and additional recruitment efforts;
- Work with pediatric cardiology fellows to obtain provider information, eCW access and coordinate scheduling;
- Track provider PTO, Comp, and CME days and collaborate with Medical Director and Chief Operating Officer to maintain clinic scheduling and participate in scheduling tracking and coordination meetings;
- Receive CME, license, prescription, supply/expense requests and coordinates reimbursement requests with supervision as appropriate; and
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision and Values.

QUALIFICATION REQUIREMENTS:

- Excellent written and verbal communication skills in English
- Proficiency with computer skills, including Microsoft Office, Outlook, internet searches
- Is knowledgeable of and maintains HIPAA standards of privacy and confidentiality.
- Strong organizational, analytical, and problem-solving skills
- Must be able to be self-directed, prioritize and handle multiple tasks.

EDUCATION and/or EXPERIENCE:

Bachelor's degree with minimum 2 years relevant work experience. Healthcare and Non-Profit Administration experience preferred

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:

- Bilingual (Vietnamese, Chinese, Arabic and/or Spanish with English) is preferred.
- Above average skills in language ability as well as public speaking and writing.
- Must have good transportation and a valid Texas Driver's license.

LEADERSHIP RESPONSIBILITIES:

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Some independent judgment is required and supervisors available for additional guidance outside of routine decision making. The job receives frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with patients, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

PATIENT RELATIONSHIPS:

Follow through with patient inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting (up to twenty pounds) is required.
- Ability to uphold the stress of assisting patients of diverse backgrounds.
- Regular, predictable attendance is required.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements.

HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.