



## JOB DESCRIPTION

<b>POSITION TITLE:</b>	Screening Staff
<b>LOCATION:</b>	Hope Clinic Main, West, Alief location
<b>REPORTS TO:</b>	Adult Medical Assistant Lead Main; Site Manager West and Alief
<b>EDUCATION:</b>	H.S. Diploma required, medical interpreter training preferred
<b>WORK EXPERIENCE:</b>	None required
<b>SALARY RANGE:</b>	\$11.00-\$15.00 per hour based on experience and qualifications
<b>FLSA STATUS:</b>	Non-exempt
<b>POSITION TYPE:</b>	Full time; Temporary to hire
<b>LANGUAGE:</b>	Bilingual in English and Spanish, Arabic, Burmese, Vietnamese, 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:**

Responsible for screening patients before entry into the clinic based on national and state guidelines to help prevent the transmission of respiratory illness.

### **MAJOR DUTIES & RESPONSIBILITIES:**

- Intake patients and ask questions based on screening criteria;
- Keep individuals and screening station in an organized fashion to prevent crowding;
- Inform patients and the public of current process and screening flow;
- Take temperatures of individuals entering the clinic;
- Record information;
- Check clinic schedule and patient records to see if the patient has an appointment;
- Work with other department staff to communicate patient or scheduling needs and patient screening information;
- Seek guidance when additional questions arise in the process of screening a patient;
- Take messages within the electronic medical record system to send for basic requests such as medical refills;
- Assess patient medical status to ensure emergency situations are addressed promptly by directing those individuals to a medical provider or emergency services;
- Perform other duties as assigned to support HOPE Clinic's Vision, Mission and Values.

**QUALIFICATION REQUIREMENTS:**

- No previous screening or medical experience required but experience in the medical field or as a translator/interpreter is preferred.

**EDUCATION and/or EXPERIENCE:**

- High School Diploma or equivalent GED is required.

**LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general health and general information with full proficiency in English and other language as listed. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

**MATHEMATICAL SKILLS:**

None.

**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 (Burmese, 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. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. 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 customers, 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.

**CUSTOMER RELATIONSHIPS:**

Follow through with customer 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 both exterior and interior environments which may subject the employee to any hazardous or unpleasant elements such as heat/temperature changes and elements of the weather.

*HOPE Clinic is a smoke free workplace in compliance with federal guidelines.*