



## Ashtabula County Health Department Competency-Based Job Description

**GENERAL INFORMATION:**

<b>Position Title</b>	Clerk in Nursing Division
<b>Working Job Title (If Different)</b>	
<b>Division</b>	Nursing
<b>Date Job Description Created</b>	3/24/2017
<b>Revision Dates of Job Description</b>	01/07/2021
<b>Employment Status</b>	Part Time PRN (as needed)
<b>Union Classification</b>	N/A

**REPORTING STRUCTURE:**

<b>Title of Immediate Supervisor:</b>	Director of Nursing
<b>Titles of any others this position reports to:</b>	Nursing Supervisor
<b>Titles of those who directly report to this position:</b>	

**POSITION DESCRIPTION:**

Performs clerical and administrative duties (i.e., receptionist, record keeping, scheduling, preparing correspondence, data entry, filing, etc.). Provides customer service for clients and patients of the agency and division staff as assigned.

**OTHER DUTIES & RESPONSIBILITIES:**

- Performs other duties as assigned by supervisor
- Participates in emergency preparedness exercises, activities, and trainings (including completion of ICS 100, 200, 700, and 800 within 6 months of hire)
- Reports for duty following the activation of a public health emergency response plan
- Process and submit bills for services rendered to third party payers (i.e. private insurance carriers, Medicaid & Medicare)
- Ability to effectively work as a clerk in environmental health and vital statistics program area processing permits, certified copies of birth and death certificates, as well as taking complaints and inquiries from the public pertaining to the environmental health and vital statistics program areas.
- Provide customer service with answers and routes telephone inquiries to nursing staff and to PHEP/EPI Director.
- Type routine letters, minutes from committee meetings and grant report correspondence
- Issue receipts, reconcile daily receipts and prepare basic deposits.
- Assist Nursing Department with calling or sending written reminders to patients for follow-up clinic services
- Under direction of the Nursing Director, maintain organized filing system of health department clinic records.
- Follow up completion and finalization of bills including payment to the health department.
- Performs related work and other duties as required and/or assigned

**PREFERRED QUALIFICATIONS:**

- Ability to understand billing codes and billing procedures.
- Knowledge of environmental health and vital statistics programs, policies and procedures.
- Knowledge of health department operations.
- Ability to multi-task.
- Good communication skills.
- Knowledge of office practices and procedures.
- Ability to type health department correspondence in different formats.
- Knowledge of basic bookkeeping and accounting principles.
- Good oral and written communication
- Ability to organize and maintain filing systems in alphabetical and/or chronological order or by program area.
- Ability to carry out health department procedures concerning follow up contact for health department payment from third party payers or consumers.

**COMPETENCIES/KNOWLEDGE-SKILLS-ABILITIES (KSA's):**

**A. Public Health Tier:**

1- Front Line Staff/Entry Level

**B. Organizational Competencies**

1. Facilitates communication among individuals, groups, and organizations
2. Communicates in writing and orally with linguistic and cultural proficiency (e.g., using age-appropriate materials, incorporating images)
3. Is knowledgeable of and can inform the public about policies, programs, and resources that improve health in a community
4. Uses information technology in accessing, collecting, analyzing, using, maintaining, and disseminating data and information to improve policies, programs, and services
5. Applies strategies for continuous quality improvement
6. Describes how teams help achieve program and organizational goals (e.g., the value of different disciplines, sectors, skills, experiences, and perspectives; scope of work and timeline)
7. Conveys data and information to professionals and the public using a variety of approaches (e.g., reports, presentations, email, letters)
8. Incorporates ethical standards of public health practice into all interactions with individuals, organizations, and communities
9. Adheres to the organization's policies and procedures, including emergency preparedness and response
10. Contributes to assessments of community health status and factors influencing health in a community (e.g., quality, availability, accessibility, and use of health services; access to affordable housing)
11. Contributes to state/Tribal/community health improvement planning (e.g., providing data to supplement community health assessments, communicating observations from work in the field)
12. Contributes to development of organizational strategic plan (e.g., includes measurable objectives and targets; incorporates community health improvement plan, workforce development plan, quality improvement plan, and other plans)
13. Uses performance management systems for program and organizational improvement (e.g., achieving performance objectives and targets, increasing efficiency, refining processes, meeting Healthy People objectives, sustaining accreditation), and participates in quality improvement activities.
14. Participates in professional development opportunities

**C. Job Specific Competencies**

The below competencies are specific to the position. A description of each competency can be found at: [http://www.phf.org/programs/corecompetencies/Pages/Core\\_Public\\_Health\\_Competencies\\_Tools.aspx](http://www.phf.org/programs/corecompetencies/Pages/Core_Public_Health_Competencies_Tools.aspx)

Collects valid and reliable quantitative and qualitative data	Tier 1	1A8.
Contributes to development of program goals and objectives	Tire 1	2A2.
Conveys data and information to professionals and the public using a variety of approaches (e.g., reports, presentations, email, letters)	Tire 1	3A5.
Recognizes the contribution of diverse perspective in developing, implementing, and evaluating policies, programs, and services that affect the health of a community	Tire 1	4A4.
Supports relationships that improve health in a community	Tire 1	5A4.
Adheres to organizational policies and procedures	Tire 1	7A3.
Incorporates ethical standards of practice (e.g., Public Health Code Ethics) into all interactions with individuals, organizations, and communities	Tire 1	8A1.

**Additional Knowledge, Skills, & Abilities:**

- **Language.** Ability to read and comprehend simple instructions, short correspondence, and memos; ability to write simple correspondence; ability to effectively present information in one-on-one and small group situations to clients and other employees of the organization; ability to multitask and interact positively with the public.
- **Mathematical.** Ability to add, subtract, multiply and divide basic mathematical problems; ability to perform these operations using units of American money and weight measurement, volume and distance; cash transactions, basic bookkeeping and accounting.
- **Reasoning.** Ability to carry out detailed, and sometimes involved, written or oral instructions; ability to problem solve.
- **Other.** High degree of skill and efficiency using MS Office applications, i.e., Word for the purpose of word processing of documents, Excel for the creation and maintenance of spreadsheets, Access for the creation and maintenance of databases, and PowerPoint for creation of simple presentations.

**PHYSICAL WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee typically works in a normal office environment. The noise level in the work environment is usually quiet to moderate. The employee is expected to freely operate the following tools and equipment: personal computer, (including word processing, spreadsheet, and presentation software); calculator, telephone, fax machine, photocopier, and motor vehicle.

- **Physical Activity:** Standing, walking, pushing, pulling, lifting, fingering, touching, talking, hearing, repetitive motions.
- **Physical Requirements:** Sedentary work, light work
- **Visual Activity:** Specific vision abilities required by this job include close vision and the ability to adjust focus.

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- Other Job Activities: Lifting up to 25 pounds occasionally, and/or up to 15 pounds of force frequently, and/or very minimum amount of force constantly to move objects. Employee works both inside and outside. Employees move around and stand on foot for long periods of time in order to accomplish job requirements. Employee must be able to see close to their eyes for medical purposes and practical purposes, such as reading on a computer monitor.

**APPROVALS:**

This Job Description/Expectations was adopted by the Ashtabula County Board of Health on June 14<sup>th</sup>, 2017.

Health Commissioner: \_\_\_\_\_ Date: \_\_\_\_\_

My signature below signifies that I have reviewed the contents of my Job Description/Expectations and that I am aware of the requirements of my position.

Reviewed and agreed to by: \_\_\_\_\_ Date: \_\_\_\_\_

*(Employee)*