

JOB ANNOUNCEMENT

POSITION: PBX Operator/Unit Clerk
PROGRAM: Tribal Health Administration
SUPERVISOR: Nursing Administrator
SALARY RANGE: \$22.38 per hour **(Grade 20, Step 01)**
CLASSIFICATION: Non-Exempt
LOCATION: Owyhee Community Health Facility

OPENS: December 13, 2023

CLOSES: Open Until Filled

SPECIFICATIONS: All applications must be fully completed. Any incomplete, undated or unsigned applications will not be processed (Do not refer to the resume in lieu of making required comments on the application) Please attach all required documentation as specified in the Job Announcement. **Failure to attach required documents will disqualify you from consideration for this position.** Employment Applications are available at the Human Resource Department. Any questions regarding this position is to be directed to the Human Resource Department at the above listed telephone number.

Preference for filling vacancies will be given to qualified Indian Applicants in accordance with the Indian Preference Act (Title 25 U.S. Code, Section 472 and 473). However, the Shoshone-Paiute Tribes is an equal opportunity employer and all qualified applicants will be considered in accordance with the provisions of Section 703 (l) of the Title VII of the Civil Rights Act of 1964, as amended.

The Shoshone-Paiute Tribes application form for employment must be received by the Human Resources Office by 5:00 PM of the closing date of this job announcement.

All Interview notifications will be made by certified mail. It is your responsibility to notify HR if your mailing address and/or phone number changes.

In accordance with Shoshone-Paiute Tribes' Resolution No. 00-SPR-31, all new employees are required to pass a pre-employment drug/alcohol test.

THE SHOSHONE-PAIUTE TRIBES RESERVERS THE RIGHT TO CONDUCT BACKGROUND CHECKS ON ALL NEW EMPLOYEES.

In accordance with Shoshone-Paiute Tribes' Resolution No. 95-SPR-135

SPECIAL CONSIDERATIONS:

This position is subject to random drug testing and a background check as a condition of employment. This individual has access to sensitive Tribal and personal health data and is responsible for contacting staff during emergency medical situations. This person comes into regular contact with children and seniors. Additionally, this person periodically operates a Tribal vehicle (Unless accepted under the provisions of the American Disabilities Act).

JOB FUNCTIONS:

This position is stationed in the outpatient clinic at the Owyhee Community Health Facility. The primary responsibility will be as a Unit Clerk, performing clerical tasks and assist with maintaining efficiency in the clinic: printing various forms and handouts for patients, as requested; checking the patients out of the electronic scheduling application; and scheduling their follow-up appointments, when needed. Other responsibilities shall consist of operating as a backup to the PBX Operator/Appointment Clerk: answering/routing telephone calls that are forwarded when the PBX Operator is already on a call and/or otherwise unavailable to answer incoming calls from patients; providing them with general information; and assisting with scheduling their medical and nursing appointments, as needed.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Completes travel authorizations and arranges for GSA as needed.
2. Coordinates with scheduler to ensure no-show appointment slots are filled.
3. Faxes reports, as directed.
4. Enters immunizations into Nevada Web IZ and prints updates for nursing.
5. Preforms monthly Immunization QA by printing Immunizations due report. Sends outreach letters with education to parents.
6. Attends and participates in monthly nursing meetings.
7. Responsible for sending letters to no-show patients for follow-up.
8. Prints pre-ordered labs, as directed.
9. Initiate Emergency Response code calls and the closure of those code calls, as well as providing CPR when necessary.
10. Works effectively as a team member in the delivery of care and assists with orientation of new staff as directed.
11. Maintains good working relations among all nursing unit personnel and other facility employees through appropriate communications.

Upon successful completion of department orientation, skills training, and competency evaluation by the Nursing Administrator or designee:

12. Rooms patients to maintain clinic flow upon completion of training and competency evaluation.
13. Collects data related to health status by recording and reporting basic objective and subjective data such as vital signs, height, weight, temperature, pulse, blood pressure, respirations and pulse oximetry.
14. Documents in the EHR and communicates completion of assigned duties and patient response.

In collaboration with the PBX Operator/Scheduling Clerk:

15. Answering and receiving all incoming calls, provides general information to callers, and directs and transfers calls to appropriate department or persons requested.
16. Creates and maintains a pleasant atmosphere and remains alert to the needs of the patients waiting to be seen (i.e., unusual length of wait, apparent increase of acuity of illness, confusion, agitation, and takes independent action many times in these situations) while maintaining polite and professional conduct.
17. Reports any malfunction of the telephone and computer systems to Information Technology (IT) Department.
18. Creates and sets up provider and specialty clinic profiles, determining providers' schedules for availability, and scheduling/canceling/completing patient appointment processes.
19. Notifies patients of their status of appointments by telephone or mail, which includes appointment reminder calls to patients with upcoming appointments.
20. Will provide back up to patient registration and its functions including collecting payment from non-Beneficiaries, as needed.
21. Other duties as assigned.

MINIMUM QUALIFICATIONS:

1. Must have a high school diploma or GED certificate.
2. Must have valid driver's license.
3. 2-step tuberculosis (TB) testing is required before start date; however, this can be arranged and performed at OCHF, if needed, if a job offer is extended.

Preferred Work Experience, which may influence selection:

1. Use of a PBX Telephone (i.e., handling calls coming/going to multiple phone lines/extensions).
2. Knowledge of a patient registration system or information systems used (e.g., Moonwalk, RPMS EHR).
3. Use and comprehensive knowledge of desktop computer and common software applications (Microsoft Office Suite, etc.).
4. Use and knowledge of the Health Insurance Portability and Accountability Act (HIPAA).
5. Excellent customer service skills.
6. Strong organization and multi-tasking skills, which includes, answering multiple telephone calls, scheduling appointments, attending to patients/visitors and handling tasks under pressure in a calm, effective and efficient manner.
7. Prior nursing assistant or healthcare experience (e.g., obtaining vital signs, height, weight).
8. Current certification as a nursing assistant.

SUPERVISORY CONTROLS:

Work is performed independently under the general supervision of the Nursing Administrator, who will provide instructions on new or changed procedures. Work is primarily reviewed in terms of the overall efficiency of the services provided to patients, accuracy of information obtained, through the post-review of error listings and compliance with various guidelines and statistical reports from the EHR system may also be used. A majority of the duties will be provided in the outpatient clinic; therefore, the Outpatient Charge Nurse may be designated by the Nursing Administrator to provide direct oversight and shall provide feedback for the evaluation of their performance.

GUIDELINES:

Written guidelines are found in technical manuals, OCHF policies and procedures manuals, accreditation standards, and from healthcare regulatory bodies. Judgment is used in locating and selecting the most appropriate guidelines, references, and procedures. Incumbent makes minor deviations to adapt to specify cases and utilizes resources/supervisor for complex decisions.

SCOPE AND EFFECT:

The scope of the position is to provide customer service via the telephone and/or in person, providing accurate information, direction, and improving communication. Maintaining clinic flow and efficiency is also important. The effect will be improved communication and overall patient satisfaction.

PURPOSE OF CONTACTS:

Contact will be with patients, community members, and OCHF personnel via the telephone and/or in person to obtain, furnish, exchange and provide factual medical information, to determine eligibility for services, and to act as a liaison to providers and nursing staff. The incumbent will attend required functions and meetings.

PHYSICAL DEMANDS:

Work will require being sedentary (seated) and walking. There may be occasional stooping, bending, and lifting when rooming patients (once additional training and competency evaluation is complete) if assisting patients out of wheelchairs or onto/off exam tables or stretchers. These duties are not expected to be as frequent or require extensive physical demand. No heavy lifting or carrying heavy objects (i.e., >10 lbs) will be required for this position. Should there be any instance when heavy lifting is needed, additional staff shall be requested and proper body mechanics and safety must be followed.

WORK ENVIRONMENT:

Work is performed in an office setting which is adequately lighted, heated, and otherwise ventilated. As the work will be performed in a patient care area, there is exposure to contagious diseases by varying modes of transmission, such as blood and other potentially infectious bodily fluids, spread by droplets or air, etc.. Some degree of risk is involved with working with emotionally disturbed and/or inebriated patients; therefore, care must be taken to identify, de-escalate (when able), and/or avoid potentially dangerous interactions by calling for additional help, as appropriate.

HIPAA Privacy Act – (Significant Facts):

The Privacy Act of 1974 mandates that the incumbent shall maintain complete confidentiality of all administrative, medical and personnel records and all other pertinent information that comes to his/her attention or knowledge. The Privacy Act carries both civil and criminal penalties for unlawful disclosure of records. Violations of such confidentiality shall be cause for adverse action up to and including termination.