



## Position Description

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<b>Title: Clinical Teams Assistant</b>	<b>Reports to: Clinical Operations Director</b>
<b>Primary Location: Home Program/Volunteer Dept.</b>	<b>FLSA Class: Non-Exempt</b>
<b>Supervises: None</b>	<b>Effective Date: 02/08/2020</b>

### Position Summary:

The Clinical Teams Assistant promotes quality patient care, efficient workflow, and effective inter-agency communications by providing administrative and project support to the patient care teams, primarily but not limited to the Home Hospice and Volunteer departments. A strong candidate for this position will enjoy mastering a variety of tasks integral to the daily operations of the agency, and will thrive in a fast-paced, supportive, and collaborative team environment. Primary responsibilities include document management; project roll-out support; drafting and disseminating written communications on behalf of the clinical and volunteer managers; fielding inbound phone calls; contacting volunteers, employees, patients and their caregivers, and vendors as needed to meet workflow and regulatory requirements; inventory management; and assisting with event planning and meeting coordination. May be cross-trained for back-up support in patient intake and staff scheduling tasks.

### Qualifications:

1. Education: High School Diploma (or equivalent); college experience preferred.
2. Experience: Minimum 1-year experience in a medical office environment required. Experience with electronic medical records (EMR) required. Minimum of 1 year of experience required (multiple years preferred) in organizing, maintaining, and updating paper and electronic documents. Proficiency in Microsoft Office products, including Outlook, Word, PowerPoint, and Excel is required. Experience using Microsoft Teams, SharePoint, and video conferencing platforms is strongly preferred.
3. License/Certification: Valid driver's license with an automobile that is insured in accordance with state and/or agency requirements and is in good working order.

### Essential Duties & Responsibilities:

#### Clinical Teams (~60% of time)

1. Effectively utilizes HSM's office equipment, Microsoft Office platforms, and other available tools to perform a broad range of administrative duties in support of the Clinical and Volunteer teams including but not limited to document preparation and management (hard copy and electronic); printing, copying, scanning, and faxing; supply ordering and inventorying (office and medical); scheduling and calendaring; room set-up and meeting minutes.
2. Collaborates, coordinates, and communicates with all members of the Inter-Disciplinary Team to ensure continuity of care for patients and families.
3. Promptly answers and triages inbound calls directed from the Access Department.
4. Enters and maintains patient information in an electronic medical record (EMR).
5. Prepares required documents for weekly Inter-Disciplinary Team meetings.
6. Participates in quality improvement projects and documentation review audits.
7. Updates and maintains patient daily census reports to reflect current data.
8. Coordinates travel patient contracts with management.
9. Provides written and verbal reports and updates to managers and team members, as needed.
10. Provides back-up to Scheduling for the Inter-Disciplinary Teams.
11. Provides back-up to the Access Department to ensure that all referrals are entered and processed per HSM policy.
12. Provides occasional back-up to front desk reception, as needed.
13. May perform other duties as trained and assigned to support the daily operations of the agency.

**Volunteer Department (~40% of time)**

14. Maintains Volunteer software and other tools to ensure Volunteer files are up to date with all required components including but not limited to immunization records; continuing education; annual training; and volunteer hours.
15. Composes, prepares, and disseminates routine correspondence including but not limited to notification and follow-up on Volunteer documentation requirements.
16. Responds to Volunteer application inquiries and initiates mailings as directed by Volunteer Manager.
17. Assists Volunteer Manager with event planning and coordination.
18. Prepares manuals and other documents for Volunteer trainings, events, and continuing education modules; assists Volunteer Manager in maintaining annual review documents.
19. Participates in identifying new artists for SMAHA Gallery at the Gosnell Memorial Hospice House.

**Other Job Functions:**

The following is a list of responsibilities of this position but is not intended to cover other related duties that this position may be required to perform from time to time.

1. Protects the patients' right to privacy and the confidentiality of patient and business records and information.
2. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries.
3. Demonstrates understanding of hospice philosophy.
4. Demonstrates understanding of team approach and communication.
5. Contributes to positive atmosphere; demonstrates positive interactions with all internal and external customers.
6. Demonstrates ability to be a productive team member.
7. Provides timely and appropriate response to internal and external customer needs.
8. Participates in meetings and quality assurance and program improvement activities as required and necessary.
9. Offers suggestions to improve policies, procedures, and services in appropriate manner and time.
10. Demonstrates knowledge and support of agency's safety and OSHA policies. Demonstrates use of safety judgment on a case-by-case basis. Utilizes proper body mechanics and safe working techniques and reports unsafe environments/practices to supervisor in a timely manner.
11. Demonstrates understanding of HIPAA Privacy Standards and related Agency policies.
12. Acts in a manner consistent with the Code of Conduct outlined in the Agency's Corporate Compliance Program.
13. Demonstrates understanding and compliance with agency policies, including but not limited to, professional boundaries, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.

**Required Skills, Abilities and Knowledge:**

1. Reliable, flexible, self-motivated and self-directed.
2. Ability to stay calm and effective during times of stress.
3. Ability to effectively communicate verbally and in writing.
4. Ability to assume responsibilities and work independently on a variety of projects, and to make decisions within the scope of practice.
5. Ability to respond well with supervision and to work independently when appropriate.
6. Ability to work well in settings presenting diverse physical conditions and sociocultural environments.
7. Excellent time management and organizational skills to manage multiple tasks and meet deadlines.
8. Ability to focus on detail and demonstrate accuracy.
9. Ability to adapt to changing Agency priorities.
10. Proficient skill sets in the following: general computer skills, typing, filing, phone systems, video and teleconferencing, office equipment, and proficiency in Microsoft Office products.

**Physical Requirements:**

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.		X	
21-35 lbs.	X		
Carry		X	
Push or pull		X	
Climb	X		
Reach			X
Stoop or bend		X	
Crouch		X	
Kneel		X	
Handle or feel		X	
Talk			X
Hear			X
See			X
Sit, walk, stand			X
Distinguish smell/temperature	X		
Exposure to blood borne pathogens and infectious disease	X		
Exposure to hazardous materials	X		
Repetitive Motion			X

**Visual Requirements:**

1. The employee deals with office and/or medical equipment at or within arms reach.
2. Must be able to see to drive and review computer and paper documents.
3. Must be able to type to perform basic job responsibilities.

**Mental Requirements:**

Requires the ability to plan and perform a wide variety of duties requiring general knowledge of policies and procedures. Requires judgment to work independently toward general results, devising methods, modifying or adapting standard procedures to meet different conditions, making decisions based on precedent and policy.

**This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee or for this job. Duties, responsibilities and activities may change at any time with or without notice.**

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_