

**Jefferson County
Position Description**

Name:	Department: Human Services
	Division: Behavioral Health
Position Title: Medical Office Asst	Pay Grade: 5 FLSA: Non-Exempt
Date:	Reports To: Office Manager

Purpose of Position

The purpose of this position is to perform clerical tasks for the Jefferson County Human Services EMH Intake Workers, CHIPS and Delinquency Team case workers, and assist the psychiatrist with his daily work.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Opens and closes front desk operations on designated days.
- Coordinates, reviews, and completes prescription refill requests with the psychiatrist and nurse practitioner. Serves as a point of contact for patients and refers client concerns to the doctor.
- Maintains consent-for-medication forms on each client/guardian.
- Performs secretarial and clerical tasks as requested by department or unit.
- Maintains files for Mental Health Medication patients, CHIPS, and Delinquency teams. Maintains supply cabinet.
- Provides clinical support tasks for nurse practitioner and psychiatrist, updates and files medical records and insurance forms; arranges for laboratory services; updates consent forms,
- Performs reception tasks including answering telephones, receiving and routing messages and phone calls; maintains calendar and schedules; coordinates and cancels appointments and meetings.
- Types memos, letters, forms, reports, and various other documents. Fills out forms and make copies as needed.
- Complies with County HIPAA Policies and Procedures, if applicable.
- Demonstrates dependable attendance.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or that may develop.

Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

- Sets up, organizes, and maintains files.
- Responds to inquiries – provides information to internal and external customers.
- Performs computer data entry. Generates reports.

- Operates fax machine, photocopier and various other office equipment.
- Provides backup to other staff as needed.
- Assists with special projects as needed.

Minimum Training and Experience Required to Perform Essential Job Functions

Three years related experience and/or training; or associate's degree and one year experience; or an equivalent combination of education and experience. High school diploma or equivalent required.

Preferred Training and Experience Required to Perform Essential Job Functions

Four years related experience and/or training; or a bachelor's degree from a college or university; or an equivalent combination of education and experience. Coursework in medical terminology.

Other Requirements – Certificates/Licensures

None.

Knowledge, Skills, Abilities

- Ability to reliably and predictably carry out one's duties.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to work effectively with individuals and families to assist them in solving physical, mental, and social problems, with members of the mental health team and other allied professionals.
- Ability to work with challenging situations where clients may be hostile or aggressive.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Knowledge of medical records and billings.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Knowledge of County government organization and operation and interrelationships between governments and the community.
- Knowledge of accounting principles and practices, accounts payable, and payroll practices.
- Knowledge of laws, government regulations, and agency rules as they relate to government accounting and budgeting.
- Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of administrative practices and procedures; business English, spelling, grammar; operation of office equipment; word processing, databases, scanning, presentation, and spreadsheet software.

- Skill in prioritizing workload, developing action plans and meeting deadlines.
- Skill in operating a personal computer, laptop, and other department office equipment using applicable department software, Microsoft products, web-based systems, and performing data entry.

Supervision

None.

Physical Demands

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

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee

Date

Supervisor

Date

Human Resources

Date