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Ilanka Community Health Center Operations Assistant

Team: Ilanka Community Health Center
Reports to: ICHC Operations Manager
FLSA Status: Non-Exempt from Overtime

Salary range: DOE
Schedule: Regular, Full-time
Last Revised: March 2020

The Ilanka Community Health Center Operations Assistant works with the Ilanka Clinic Administrative Team to assist with a variety of projects and compliance tasks for the efficient operation of ICHC .

This position establishes methods and procedures for attaining specific goals and objectives, and receives guidance in terms of broad goals. Only the final results of work are typically reviewed.

Responsibilities/Duties

- Independently manage and complete projects as assigned by the Administrative Team.
- Responsible for all aspects of meeting coordination and scheduling; including note taking.
- Responsible for contract database management.
- Update policy and procedure based on recommendations from key parties within clinic, for final review by administrative team.
- Responsible for Saturday front desk registration which involves accessing Electronic Medical Records for patient registration and scheduling and accurate entry/scanning of information into patient charts.
- Prepare PO's and check requests, coding to appropriate budget categories.
- Responsible for office supply tracking and ordering.
- Enters all appropriate assets into the inventory maintenance system.
- Coordinates and arranges travel for clinic staff and contractors.
- Prepares letters and correspondence as directed.
- Maintains accurate filing systems for clinic documents.
- Maintains HIPAA and confidentiality logs as well as vendor access authorizations.
- Maintains Fire Extinguisher and Safety Logs.
- Assists as needed in the implementation of community involvement projects, forums, surveys, health fairs, etc.
- Coordinates newspaper ads, social media, flyers, scanner ads, web updates, etc.
- General administrative support.
- Maintain clinic employee training logs.
- Assists with Quality Improvement and Quality Assurance process.



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- Maintain a high level of confidentiality in accordance with HIPAA and HITECH regulations, which includes only accessing appropriate information needed to perform job duties.
- Participates in community-wide health care activities such as health fairs as well as NVE hosted events.
- Supports the mission, vision and philosophy of ICHC as evidenced by compliance with all organizational policies and procedures.
- Other duties as assigned.

Competencies (Knowledge, Skills and Abilities)

- Ability to read and understand Federal and State guidelines and how they relate to the operations of the clinic; including how to update policies and procedures to meet regulatory requirements.
- Proficiency with Office products such as Microsoft Office and Excel.
- Ability to take the lead on tasks and independently prioritize, manage and complete within deadlines.
- Ability to proactively identify where challenges may exist or where process improvement are possible and then propose solution to leadership.
- Familiarity with basic accounts payable protocols.
- Flexibility and ability to adapt quickly to an ever-changing environment.
- Excellent communication and organizational skills with attention to detail required.
- Good attendance, professional appearance and excellent work habits are mandatory.
- Supports and facilitates positive interaction with others as evidenced by professional maturity, respect for others, a team-centered approach and an appreciation of a variety of viewpoints and diversity in the workplace.

Experience Requirement

- Minimum two years' office or administrative experience required; preferably within the healthcare field.
- Proficient with Microsoft Office products.
- Familiarity with electronic health records and specialized programs preferred.

Education Requirements

- High School diploma or equivalent with additional education in a health-related field preferred.

Certification/License Requirements:

- CPR Pro or BLS Certificate required at hire or within 6 months of hire.
- Current Alaska Driver's license.



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Performance Standard

- Regularly sit for long periods of time to complete tasks.
- Regularly bend, crouch, stand, move about to complete work.
- Typically lifts 15 lbs. to coordinate work.
- Regularly manipulate electronic data to gather, input and otherwise coordinate work.
- Regularly use mental, oral and written methods to complete work.
- Regularly use mathematical and linear thinking skills to provide accurate, literate work.

Environmental Factors

Majority of work will be completed in an office within a medical primary care clinic.

Exposure to Hazards: Housekeeping Products.

Blood/Fluid Exposure Risk:

Category II: Usual tasks do not involve exposure to blood, body fluid, or tissues but job has potential for mucous membrane or skin contact exposure to blood, fluids or tissue. Use of personal protective equipment (PPE), when appropriate, is required

Disclaimer

Nothing in this job description restricts NVE's right to assign or reassign duties and responsibilities to this job at any time. By signing below, I acknowledge receipt of this job description and that my supervisor has discussed it with me.

Employee Signature

Date

Operations Manager Signature

Date