



Clinical Assistant II

Job Description

Department: Health
Position: Career Service
Grade: 717
Supervisory: No
Reports to: Nurse Supervisor or Bureau Director – Nursing

Summary

Under general supervision of a Nurse Supervisor or Bureau Director – Nursing, performs clerical and secretarial support duties to expedite the day-to-day operations of clinical and related nursing programs, including immunizations, tuberculosis, maternal and child health, the wellness clinic, and other programs. Incumbents perform tasks of considerable difficulty, requiring some independent judgment.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Prepare clinic reports; ensure timely preparation, completion, and delivery of reports as required by the department or State of Utah Department of Health.
2. Document and record services rendered; utilize customized computer applications, as needed.
3. Complete data entry projects and record scanning, as assigned.
4. Perform general client intake registration and related processes; receive and review client paperwork and documentation; perform initial assessment of client eligibility for services; set appointments and schedules for assigned nursing staff; apprise or remind clients of appointments and exams; prepare and mail monthly reminders; monitor client status and update client records, as needed; purge and archive records; ensure compliance with HIPAA regulations.
5. Assist with promoting awareness of nursing services; participate in public general education programs and presentations; attend public events such as the County Fair, health fairs, etc. and staff information booths; assist with delivering power point presentations; distribute brochures and respond to questions regarding clinical and related nursing services; collect donations, when appropriate.
6. Perform general office clerical and secretarial duties; respond to calls and walk-in visitors; perform general records maintenance and filing; process requests for release of records; compose various types of correspondence, as assigned.

For Office Use Only

Job Code: 6604

Job Title: Clinical Assistant II

FLSA: Non-Exempt

Effective Date: 9/18/2023

Public Safety: No

Worker's Compensation: Clerical

Background Level: III

Safety Sensitive: No

DOT: No

ML: Individual Contributor

7. Open and close new client cases in various programs; record immunization histories; enter service codes; track cases; set up or void encounter numbers according to established policies and guidelines.
8. Assist with day-to-day logistical processes for conducting various clinics and scheduled services such as cancer clinics, wellness clinics, STD clinics, CHEC services; set up clinic rooms; assist nursing and medical staff with blood pressure checks and laboratory tests.
9. Maintain ongoing working relationships with staff and medical professionals; ensure compliance with HIPAA regulations.
10. Perform routine account and service audits; assess accuracy of billings; work with the Medical Billing Specialist and Senior Medical Billing Specialist to review reports and payments from insurance companies.
11. Update and maintain immunization records; identify appropriate charges for services rendered; enter service codes.
12. Perform cashiering duties for services rendered; receive payment for services and issue receipts.
13. May provide reading and interpretation of TB test results.
14. Work in satellite clinics, as assigned.
15. Schedule and coordinate meetings; prepare agenda and record and distribute minutes; follow-up on outstanding items from meetings.
16. Proofread documents and data input reports for correctness, clarity, and completeness.
17. Fill in for coworkers during their absence or as assigned.
18. May provide interpretation and translation services for related County health programs.
19. During times of emergency or pandemic, job duties may be modified as needed, and may be significantly different from primary duties.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Skilled in reading, writing, and basic math
- Skilled in operating standard office equipment
- Skilled in word processing, data entry, file scanning, and basic spreadsheets
- Skilled in using various software programs unique to the Health Department and/or the Nursing Division
- Ability to maintain a cooperative working relationship with those contacted during the course of work activities
- Ability to communicate effectively verbally and in writing
- Ability to understand and follow clear work instructions
- Ability to distill relevant and useful elements from vast amounts of information
- Ability to multi-task
- Ability to understand broad objectives and follow general instructions
- Ability to type accurately and at an acceptable rate, based on job duties

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Supervisory Responsibility

This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. Work may expose the incumbent to contagious or infectious diseases. Work may expose the incumbent to high stress situations including contact with the public and others in confrontational, emotionally charged, or uncomfortable circumstances. The noise level in the work environment is usually moderate.

Physical Demands

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee works for sustained periods of time maintaining concentrated attention to detail. The employee is required to type, file, and lift supplies or objects up to thirty (30) pounds. The employee may drive a motor vehicle when traveling to satellite clinics.

Position Type / Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. High school diploma or equivalent.
2. Three (3) years of general clerical support work experience.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.
2. Preference may be given to applicants who are bilingual.

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Additional Eligibility Qualifications

1. Applicants must possess a valid driver’s license and obtain a valid State of Utah driver’s license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.
3. Selected applicants shall be strongly encouraged or required to receive immunizations according to the Center for Disease Control and/or County Health Department Policy.

Career Ladder Advancement

For career ladder advancement from a lower classification level of this series to a higher one, there must be funding in the budget and the employee must:

1. Possess the required licensure and certifications of the higher classification level.
2. Meet the education and experience requirements and the class characteristics of the higher classification level.
3. Receive written recommendation from the department head.
4. Receive approval from the Director – Human Resources.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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