

# Johnson Memorial Health Services

## Job Description

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**Position: Office Assistant**

**Department: Home Care**

**Reports To: Director of Home Care**

**Days/Hours: 3 hours, 3 afternoons per week 1:00pm – 4:00pm**

**Effective: June 2011**

**Revised: April 2012**

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### **JOB SUMMARY**

To assist in maintaining an organized and efficient homecare department to include general office work such as scheduling, filing, data entry for completion of computerized forms. Requires general use of office equipment, fax, and computer.

### **ESSENTIAL FUNCTIONS**

#### **1) Standards of Behavior**

##### *A) Appearance*

- Follow JMHS dress code including wearing name tag.

##### *B) Attitude*

- Treat every resident, family and visitor as our guest and greet everyone.

##### *C) Respect*

- Treat residents, families, visitors and co-workers with respect,
- dignity, courtesy and confidentiality.

##### *D) Communication*

- Listen attentively to guests, residents and co-workers and respond in courteous, caring manner.
- \*Accept advice.

##### *E) Ownership/Accountability*

- Be responsible to hold self and others accountable to JMHS Standards of Behavior.
- Volunteer for activities above and beyond job description.

#### **2) Quality of Care**

- Develop and revise necessary computerized forms to meet regulations and promote efficiency.
- Enter and revise policies and procedures in computer and manage organized manuals.
- Update and print client phone lists as needed.
- Order nursing/clerical supplies
- Fax orders for client meds weekly as directed by RN's
- Participate in quality assurance (Q.A.) primarily chart completeness.
- Complete filling personal day requests; revising aide and homemaker schedules, print schedule. Make necessary phone calls for notifying clients of schedule changes.

- Complete schedule for use of facility vehicle
- Ensure medical records policies and procedures are carried out.
- Prepare admission packets and discharge records.
- Promote orderliness in the nursing department and develop systems to maintain it.
- Maintain and file medical records on each client.
- Send updated medication lists to HIM.
- Medical record— Delivery of MD orders for signature to physician office or sending by fax. Entering as being signed in CareFacts when returned, making duplicate copy to file in clinic chart and to send to Family Services
- Scanning designated documents and attaching to electronic record.
- Enter client demographic information for admissions.
- Setup dial in access for CareFacts to make modifications or repair program
- OASIS —track completed reports that have been reviewed by 2<sup>nd</sup> RN and are awaiting final approval by case manager for timely confirmation.
- Serve as backup to perform OASIS submission within the 30 day compliance deadlines. Optimally to be done every 2 weeks.
- Send HHCAHPS information to Minnesota Rural Health Cooperative monthly

### **3) Communication**

- Update information in department communication book.
- Answer phone and relay messages which are not physician orders.
- Family Services communication-- Mailing designated information to Family Services Case manager. Notify of hospitalization or discharge from hospital
- Updating nurse visit schedule and print weekly.

### **4) Documentation**

- Assist with time card recording.
- Assist with tracking aide education

### **5) Health and Safety**

- Complete maintenance request forms as needed.
- Participate in daily exercise program.
- Follow infection control techniques to prevent the spread of infection.

### **6) Financial**

- Communicate need for supplies, equipment or facility.
- Insurance authorizations—track due dates and sending chart information to insurance to obtain authorization for continued services
- Charges—check time in/out for non-professional visits, correct assignment of payers and authorization number.
- Verify that all visits are confirmed or cancelled and MD orders for visits are signed prior to billing.
- Completion of information for monthly statistical report.

### **7) Personal & Professional Responsibility**

- Maintain job classification requirements.
- Attend all staff in-services and others relating to responsibilities.
- Attend pertinent workshops and share information.
- Be punctual, good attendance.
- Complete required annual Health Care Academy lessons.
- Perform other duties as requested by supervisor.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Organizational skills.
- Command of verbal and written English language.
- Flexible.
- Excellent computer skills.
- Attention to details.
- Shows initiative and makes good judgment.
- Pleasant personality with an ability to interact with staff, clients, family members and physician office staff despite frequent interruptions.
- Able to organize time and set priorities.

#### **MINIMUM TRAINING AND EXPERIENCE REQUIREMENTS**

- Knowledge of medical terminology.
- Medical secretary training and/or experience helpful, but not required.
- Previous experience preferred.

#### **SUPERVISORY RESPONSIBILITIES** (if applicable):

- None

**MINIMUM PHYSICAL REQUIREMENTS** (if any): (The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

**Note: In terms of an 8 hour workday, "Occasionally" equals 1% to 33%, "Frequently", 34% to 66%, "Continuously", 67% to 100%**

<b>In an 8 hour workday, employee must:</b>									
	(Hours at full capacity for each activity)								
<b>Position</b>	<b>None</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
Sit							x		
Stand		x							
Walk		x							

<b>Employee's job requires he/she:</b>					
<b>Activity:</b>	<b>Not at All</b>	<b>Occasionally</b>	<b>Frequently</b>	<b>Continuously</b>	<b>Comments</b>
Bend/Stoop		x			All activities are related to office functions
Squat		x			"
Crawl	x				
Climb (Height 8 ft)	x				
Reach above shoulder level		x			"
Crouch		x			"
Kneel		x			"
Balance		x			"
Push/Pull (# of lbs. 35 )	x				

<b>Employee's job requires he/she carry:</b>					
<b>Weight Carried:</b>	<b>Not at All</b>	<b>Occasionally</b>	<b>Frequently</b>	<b>Continuously</b>	<b>Comments</b>
Up to 10 lbs.		x			Office filing
11-24 lbs.		x			"
25-34 lbs.	x				
35-50 lbs.	x				
51-74 lbs.	x				
75-100 lbs.	x				
Over 100 lbs.	x				

<b>Job requires employee must use feet for repetitive movements as in operating foot controls:</b>		
<b>Repetitive movements with foot controls:</b>	<b>YES</b>	<b>NO</b>
Right		x
Left		x

<b>Job requires employee use hands for repetitive action such as:</b>							
<b>Hand Repetitive Movements:</b>	<b>Simple Grasping</b>		<b>Firm Grasping</b>		<b>Fine Manipulating</b>		<b>Comments</b>
	<b>YES</b>	<b>NO</b>	<b>YES</b>	<b>NO</b>	<b>YES</b>	<b>NO</b>	
Right Hand	x		x		x		
Left Hand	x		x		x		
Both Hands	x		x		x		keyboarding

<b>Does the employee's job require:</b>			
<b>Activity</b>	<b>YES</b>	<b>NO</b>	<b>Describe if Yes</b>
Working on unprotected heights?		x	

Working on uneven terrain?		x	
Working on wet/damp surfaces?		x	
Operating moving equipment?		x	
Operating vehicles?		x	
Use of tools?		x	
Use of telephone?	x		Office calls
Use of keyboard/computer terminal?	x		Entering information
Working under time pressure?	x		Preparing reports
Working rapidly for long periods?		x	
Working alone?	x		Working after other employees gone from office
Close work?	x		At desk
Good vision (close/distance/peripheral & depth perc)	x		For computer work
Good color vision?		x	
Good hearing?	x		Staff communication
Good speaking?	x		Staff communication
Reading?	x		Instructions
Writing?	x		Office communication
Simple arithmetic?	x		Timecards/mileage
Mathematics?		x	
Weighing and /or measuring?		x	

<b>The work environment where the job is carried out:</b>			
<b>Job environment:</b>	<b>YES</b>	<b>NO</b>	<b>% of Day Spent</b>
Indoors	x		100%
Outdoors		x	
At a desk or bench	x		75%
In a car or truck		x	
In an office	x		100%

<b>Is the employee exposed to:</b>			
<b>Exposed to:</b>	<b>YES</b>	<b>NO</b>	<b>Describe if Yes</b>
Bloodborne Pathogens/Infectious diseases?		x	
Chemicals/respiratory hazards?		x	
Noise?		x	
Dust, fumes & gases?		x	
Extreme heat or cold?		x	
Cramped areas?		x	
Working close to electrical current?		x	
Other hazards?		x	

<b>Exposure Determination: For More Information: See Your Supervisor</b>					
<b>Category I</b>		<b>Category II</b>		<b>Category III</b>	
Tasks that routinely involve exposure or potential exposure to blood, body fluids or tissues.		Tasks that do not routinely involve exposure to blood, body fluids or tissues, but exposure or potential exposure may be required as a condition of employment.		Tasks that do not routinely involve exposure to blood, body fluids or tissues (persons in this category are not called upon to perform or assist in the emergency medical aid or to be potentially exposed in any other way as a condition of employment.	
<b>YES</b>	<b>NO</b>	<b>YES</b>	<b>NO</b>	<b>YES</b>	<b>NO</b>
	x	x			

**MENTAL DEMANDS:**

<b>Does the employee's job require:</b>		
Activity	YES	NO
Ability to plan, organize and delegate responsibilities to subordinates while maintaining quality standards throughout one's own performance.		x
Excellent communication skills are required for interactions with management, staff, patients, residents, clients, etc.	X	
Must be able to analyze situations and select a course of action.	X	
Must be capable of multi-step and sequential problem solving activities: that include comparing, analyzing and calculating data relevant to the facility.	X	
Must be flexible and willing to undertake a variety of tasks.	X	
Must possess the ability to accept change and respond appropriately.	X	
Must possess the ability to understand and communicate both verbally and in written form in the English language since instructions, labels and other documents are in English.	X	
Must possess visual and mental attention to position content with accuracy.	X	
Must possess excellent memory and organizational skills.	X	
Must possess the ability to work independently and make decisions that require initiative and judgment in order to effectively plan, organize and delegate work assignments.	X	

**DISCLAIMER:**

The above statements are intended to describe the general nature of job duties and responsibilities typically assigned, identify the essential functions, and list the requirements of this job. They are not intended to be an exhaustive list of all supplemental duties, responsibilities, or non-essential requirements; nor should this document limit the supervisor's right to modify assignments as necessary. This document does not create a contract for employment.

**RECEIPT/ACKNOWLEDGEMENT:**

I acknowledge and understand that:

- Receipt of this job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation, I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- I have read and understand this job description.

I, do do not need accommodations under the Americans with Disabilities Act.

Employee Printed Name: \_\_\_\_\_

Employee signature: \_\_\_\_\_

Date: \_\_\_\_\_