

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-22-109

Closing Date: Open until filled



POSITION TITLE: Administrative Assistant

DEPARTMENT: Dental

Position Summary:

Under general supervision of the Chief Dentist, the Administrative Assistant assists the Dental Department by assuring that all clerical and administrative support work for the department is coordinated and accomplished. In connection with the management of the Dental Clinic and Dental Staff, the Administrative Assistant acts with independence in the performance of duties and performs administrative duties which would otherwise require the attention of the Supervisor. Maintains confidentiality of all privileged information. Upholds the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Performs computer data entry on a daily basis for patient treatment appointments including Head Start Program, Sealant Program, and other programs.
- Answers telephones, takes messages for supervisor and others in their absence or directs callers concerned with urgent matters to the most appropriate staff member or organization. Initiates calls or contacts as directed by supervisor.
- Prepares the agenda items and minutes for dental provider meetings, dental assistant meetings, program meetings (dental van programs) and mandatory staff meetings.
- Documents meetings and prepares and distributes minutes as assigned.
- Prepares reports using Word, Excel, PowerPoint, and Publisher programs.
- Track dental budget progress using Oracle and provides statistical reports as needed.
- Manages budget accounts assigned to the Department Head.
- Assists in the preparation of purchase orders and contracts.
- Prepares authorization for payment of invoices after services have been rendered and submits to Finance Office for payment using the Oracle Financial system.
- Keeps budget records up-to-date (recorded with copies of all receipts/invoices) on a monthly basis.
- Makes arrangements necessary in connection with travel performed by supervisor and/or other dental staff.
- Prepares training requests, travel orders, and makes travel arrangements for supervisor and/or other dental staff.
- Initiates and prepares travel reimbursement; prepares trip and expense report in accordance with established procedures.
- Assists dentists and dental staff with patient medical health history information.
- Serves as patient registration clerk when employee for that position is absent.
- Greets patients in person, by phone, or letter.
- Interviews patients who request initial treatment and walk-in patients by explaining the Dental Clinic Policy, making necessary appointments, directing patients to the proper area for care, and serving as a translator for non-English speaking patients for general dental information as needed.
- Assist in meeting Meaningful Use Guidelines/Criteria in regard to patient wellness handouts.
- Relays pertinent information from patient interviews to the professional staff.
- Arranges Specialty Clinics (e.g. Orthodontics, Oral Surgery, Periodontics) appointments on a daily/monthly basis for all dental clinics including dental van to maximize efficient treatment and use of all dental staff.
- Follows Medical Records Policies and HIPAA standards when handling electronic dental chart information.
- Receives all incoming correspondence to Dental Office, determining proper action, and at times, prepares response.

- Reviews outgoing correspondence and reports ensuring accuracy, proper format, correct grammar and that any associated attachments or other factual information has been coordinated and completed.
- Requires completion of tasks or duties assigned by a supervisor.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

Associates Degree in Business or related field or 60 college credit hours and two years of secretarial or administrative capacity required. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability:

- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Knowledge of the Appointment Scheduling System in RPMS, as well as Dentrix scheduling, for follow-up appointments requested by the Provider.
- Practical knowledge of the Navajo Area and WIHCC, Inc. Contract Health Service Delivery area and regulations and procedures.
- Knowledge of the Privacy Act of 1974, Health Insurance Portability and Accountability Act (HIPAA) of 1996, HITECH Act of 2009 and the WIHCC Policy and Procedures and the use of confidential information and health records as an integral part of the interviewing office functions and the privacy of individuals, which must be protected to the fullest extent possible.
- Knowledge of WIHCC travel policies for domestic travel in order to prepare travel orders, vouchers, advances, and to make all other travel arrangements for the traveler.
- Skill and proficiency in using word processing and other computer software, including Word, Excel, Access, Power Point, and Publisher.
- Ability to work under the pressure of dealing with multiple tasks and constant deadlines, while maintaining attention to detail and accuracy.
- Ability to provide excellent communication and interpersonal skills to work efficiently with patients and individuals with various backgrounds.
- Ability to explain patient's insurance eligibility requirements.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to handle and resolve issues using advanced conflict management skills.
- Ability to maintain filing system according to WIHCC filing system.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

Physical Demands:

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.