

# Dilkon Medical Center

## Job Vacancy Announcement #DDH-23-121

Closing Date: 09/08/2023



**POSITION TITLE: Nursing Ancillary Staff**

**DEPARTMENT: Nursing**

**Position Summary:**

Under general supervision of the Ambulatory Care Nurse Manager, the Nursing Ancillary Staff provides assistance to both medical and nursing clinical staff. Performs duties necessary to facilitate patient flow as prescribed and directed by the Ambulatory Care Nurse Manager. Uphold 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.
- Greets each patient upon arrival with the continuous use of AIDET tools (Acknowledge, Introduce, Duration, Explain, and Thank).
- Acts as patient escort to and from clinics in the effort to support a safe and private patient care area; utilizes wheelchairs and/or gurneys as needed.
- Demonstrates keen observation of patients in the waiting area and reports immediately, any patient(s) having difficulty.
- Assists in routing patients with acute illnesses to proper location in clinics, and with proper personal protective equipment.
- Supports organization mission, vision and strategy.
- Maintains infection control policies and appearance of lobby and waiting areas.
- Helps to determine destination and assists in facilitating patient flow; ensures that visitors sign-in according to established policies and procedures.
- Notifies appropriate person according to policies and procedures.
- Provides light office support as needed/requested.
- Serves as interpreter for Navajo-speaking patients when asked.
- Makes positive contribution to office/group organization and patient/staff rapport. Acts in a professional manner.
- Assists clinical personnel in achieving defined goals.
- Appropriately uses WIHCC computers and necessity of personal cell phone.
- Answer telephones, route calls to appropriate staff, takes accurate phone messages, and relays messages to staff.
- Reports customer concerns and immediate needs to the charge nurse or clinical nursing staff.
- Maintains a customer service directory of hospital services and organizations, transportation services, community services.
- 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 WIHCC's 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:**

High School Diploma or a GED. One year customer service experience. Medical background preferred. Current certification BLS/CPR 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 HIPAA rules and regulations.
- 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, EHR/RPMS.
- Ability to handle daily stressful and fast-paced situations in a clinical area.
- Ability to move patients using wheelchairs or gurneys.
- 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 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/clinic 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.**