

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-22-114

Closing Date: Open until filled



POSITION TITLE: Records Management Technician

DEPARTMENT: General Services

Position Summary:

Under general supervision of the Director of General Services, the Records Management Technician performs the development, installation, and administration of records management program in accordance with established policies, including retention, protection, and disposition of reports, forms, correspondence, and other records (administrative and non-administrative). Oversee Dilkon Medical Center (DMC) and Winslow Indian Health Care Center's (WIHCC) file and disposition plan management, specialized records processing and scanning work involving cataloging, storing, and retrieval of records using document imaging software, as well as physical records disposition, shipment, and payment of storage costs. Resolves the most complex, sensitive, or controversial problems and/or recommends to Director of General Services for a course of action. Additionally, in charge of the mail room and courier mail service (picks up and delivers mail to DMC, Winslow, and Leupp). Upholds the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Performs specialized records processing and scanning work involving classification, versioning, cataloging, storing, and retrieval of records using imaging devices and document imaging software.
- Responsible to scan, image, organize, and maintain physical documents, adhering to WIHCC's document lifecycle procedures, and archive inactive records in accordance with the records retention schedule.
- Assists in developing records management policies/procedures, standards, and forms for electronic and physical records.
- Modify and improve filing system or implement new filing system.
- Develop and maintain procedures and policies related to performing quality control, inspections on records scanning, classification, cataloging.
- Assists in working with DMC/WIHCC departments to establish retention schedules and standards for document management.
- Performs periodic inspections of materials or files in order to ensure correct placement, legibility, and proper condition.
- Provides research assistance to Divisions, Departments, Offices, Programs, and Managers as requested.
- Point of contact for records requests and retrieval of documents by maintaining tracking logs.
- Provides training and support to other DMC/WIHCC Records Management System users as needed.
- Maintains the responsibility of shredding confidential material, as cited in DMC/WIHCC Shredding Policy, and is Point of Contact for Shredding Contracts, to include coordination of on-site shredding services.
- Customer service and change management assistance.
- Requires completion of tasks or duties assigned by 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:

Associate's Degree in related field required. Or three years of relevant experience and demonstrated work experience (e.g. records administration, records management, records retention) 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 records management, systems, and concepts.
- Knowledge of legal requirements in records retention, destruction, and preservation and protection.
- Ability to operate a postage machine and other mail room equipment.
- Ability to perform general office functions, including maintenance of records, reports, and file systems; possesses excellent spelling, punctuation, and math skills to perform same.
- Ability to operate basic office equipment and high tech scanning equipment and software.
- Ability to work independently with minimal supervision to ensure timely, accurate, and efficient work flow
- Ability to interpret and follow verbal and written instructions.
- Ability to effectively complete work in a timely manner despite tight deadlines, high volume of work and frequent interruptions.
- Possess technical skills in the document imaging process.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality and works often with confidential and sensitive matters.
- Knowledge of Privacy Act and Freedom of Information Act
- Knowledge of duties and responsibilities of the position.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- 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 effectively communicate both in written and verbal.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills to determine records management requirements to store and retrieve records.
- 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 50 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.