

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-24-16

Closing Date: Open until filled



POSITION TITLE: Support Assistant

DEPARTMENT: Women's Health

Position Summary:

Under general supervision of the Women's Health Coordinator, the WH Support Assistant provides support and assistance with the coordination, implementation, and expansion of health care delivery services to Women's Health patients. 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.
- Dependable in job performance.
- Assists in implementing quality health care for patients seen through the Women's Health Program.
- Performs basic health screening, as needed: recording height and weight, and calculating BMI's, and assisting with all clinical operations related to Women's Health (Special Clinics, including Bone Density & DEXA SCAN Clinics).
- Provides direct patient teaching and/or counseling on an individual or group basis.
- Assists with appointment scheduling as needed for follow-up visits and for missed appointments.
- Independently performs Community Bone Density Screening, and DEXA Scan's at WIHCC; responsible for expansion of BMD Clinics in the communities, and for DEXA Scan program.
- Works with Medical Providers as needed to carry out screening and follow up on results.
- Assists with the improvement and expansion of Women's Health Services as determined by yearly program goals, and Strategic Planning Goals.
- Assists with special projects and community events, such as Breast Cancer Awareness Walks, and Women's Health Conferences.
- Coordinates WH services with staff in other departments.
- Interact with patients, visitors, clinic personnel, and other medical facilities and outside agencies.
- Collects outside records, regularly updates and maintains patient data in the Women's Health Software.
- Assists in maintaining the Pap Smear Registry for patients with abnormal results.
- Sends letters to patients as needed, with documentation in EHR.
- Assists with clerical tasks related by typing, photocopying and filing.
- Assists with chart reviews, and other PI Projects.
- Assists with gathering data for PI Projects.
- Assists with development of new materials.
- 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.
- Maintains compliance with all Human Resources requirements.
- Interacts in an honest, trustworthy and dependable manner with patients, employees and vendors.
- Provides outstanding customer service to patients and WIHCC Staff.
- Possesses cultural awareness and sensitivity.
- Performs other duties as assigned.

Minimum Qualifications:

High School Diploma or GED. Associates Degree in business related field preferred. One to two years of work experience in a health care setting. Certification/training as a CNA or MT. Must have current AHA BLS certification. Previous experience in the handling of patient health information and/or medical records is strongly preferred. Previous EHR

experience preferred. 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 business English, proper spelling, grammar, punctuation, and basic arithmetic.
- Knowledge of quality customer service.
- 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 medical terminology.
- Knowledge to provide safety, security and privacy for patients and to keep patient information confidential.
- Ability to adapt to different work environments/tasks for floating/coverage purpose
- Ability to handle conflict constructively.
- Ability to work independently and meet strict time lines.
- Ability to be professional, persuasive and tactful in controversial situations.
- 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.
- Ability of understanding diseases and illnesses and the ability to teach patients self-care.
- Ability to work with small work groups, and independently manage a small screening clinic, and facilitate support groups.
- Ability to possess high ethical standards.

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 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.