

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-22-71

Closing Date: 07/01/2022



POSITION TITLE: Support Assistant

DEPARTMENT: Patient Benefits Coordinator

Position Summary:

Under general supervision of the Patient Benefits Specialist, Support Assistant provides support to the Patient Benefits Coordinators (PBC) program by performing administrative tasks; provides clerical support to the Patient Benefits Coordinators and Supervisor. 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.
- Performs positive customer services, maintains professional etiquettes to greet patients/family, visitors, and courteously, answer inquire or requests.
- Monitors front office; directs customers to appropriate staff, room or department.
- Receives telephone calls and directs calls to appropriate party; takes message(s) when appropriate.
- Assists PBC in notifying patients on applying for alternate resources.
- Distributes incoming and outgoing mail for department staff.
- Maintains travel/training documents and budget for PBC department.
- Takes meeting minutes for the PBC department.
- Maintains the filing system for PBC.
- Maintains appropriate alternate resources applications in all PBC office locations.
- Discards outdated patient information every six months; shreds documents for department.
- Retrieves, logs-in, sorts, distributes and tracks in-coming correspondence, facsimile, for appropriate PBC Staff; and enters patient correspondence into the system using the Resource and Patient Management System (RPMS)/EHR.
- Provides update information regarding alternate resources by brochures, newsletters, bulletin boards, and flyers.
- Assist PBC during outreach events during school registration, Flu clinics, Health Fairs, VA's and outside entity events.
- Contacts local chapter and community to schedule PBC to conduct outreach activity.
- Takes documents to local Department of Economic Security (DES) office.
- Act as back up for the Switchboard Operators.
- Assist when coverage needed as a Support Assistant for Business Office. Requires completion of tasks or duties assigned by a supervisor.
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- 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:

High School Diploma or GED. One year experience in an office environment. Previous experience in the handling of patient health information and/or medical records is strongly 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 Resource Patient Management System (RPMS) packages such as RCIS, PTRG, PCC, and the scheduling package.
- Knowledge in navigating other WEB site and automated systems to verify Medicaid, Medicare, and Private Insurance benefits.
- Knowledge in navigating website to enter and follow up on Medicaid applications.
- 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.
- Skill in organization.
- Ability to take, prepare, and present minutes.
- Ability to understand and comply with the requirements of the Privacy Act, HIPAA, and maintain confidentiality of patient information.
- Ability to learn and to share information with others.
- Ability to work both independently and as part of a team.
- 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 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.