



Today's Date: April 21, 2021

Job Listing: Clinic Assistant: Behavioral Health Clinic. Ottumwa, Iowa (FULL TIME POSITION)

Duties: Provides primary care nursing, patient education, health care maintenance, patient counseling, and normative care services to patients at River Hills Community Health Center. Works with providers and administers nursing care utilizing the nursing process (assessment, planning, implementation, and evaluation). Provide care for patients with acute, chronic, and/or terminal illnesses. Assists with the planning, development and implementation of health education programs and materials. Performs all defined services and other related duties in accordance with the mission of River Hills Community Health Center. Works as a member of the care team to perform all defined services and other related duties in accordance with the mission of the River Hills Community Health Center.

DUTIES AND RESPONSIBILITIES:

1. Provides relief for receptionist, acts as 'backup' receptionist.
2. Provides intake services for new patients.
3. Obtains complete medical history and vital signs/ measurements on patients as directed and documents the information accurately.
4. Promotes self-care and achievement of goals through assisting with health education to patients and families, eliminating language barriers, and facilitating access to the care team.
5. Assists patients with questions they may have about scheduling, medical treatment, or patient fees as appropriate.
6. Assists medical providers with the clinical examination and helps with the discharge of patients.
7. Utilizes correct infection controls technique.
8. Demonstrates appropriate infection controls technique.
9. Makes follow-up phone calls to patients in regards to normal lab results, diagnostic test results and medication refills as directed by Licensed Personnel.
10. Performs various other clerical and Clinic Assistant duties as assigned or required.
11. Assists in control of River Hills Community Health Center resources.
12. Maintains regular and consistent attendance at work.
13. Complies with Corporate Compliance Program policies and code of conduct, and all laws, rules and regulations relating to the position. Has a duty to report any suspected violations of the law or the standards of conduct to his/her immediate supervisor, the HR Director, or the Compliance Officer.

14. Supportive of the service-oriented atmosphere as stated in River Hills Community Health Center's Mission and Philosophy Statements.
15. Follows River Hills Community Health Center policies and procedures.
16. Maintains a safe working environment and practices safe working habits.
17. Other duties as assigned.

MINIMUM QUALIFICATIONS:

Education: High school diploma required.

Bi-Lingual English/Spanish beneficial but not required.

Knowledge, Skills and Abilities:

- a. Intermediate language, intermediate math, and intermediate reasoning ability.
- b. Basic computer skills.
- c. Ability to interact with diverse groups of people
- d. Ability to prioritize and process information quickly and accurately.
- e. Ability to manage busy patient schedule to keep patient appointments on schedule.
- f. Strong interpersonal skills.
- g. Ability to interact with patients and guests in a professional, calm, tactful, and welcoming manner.
- h. Ability to understand and interpret medical terminology.
- i. Ability to demonstrate competency in Clinic Assistant skills.

Hours:

Monday-Wednesday 7:00 a.m. to 4:30 p.m.

Thursday 6:30 a.m. to 7:00 p.m.

Friday 7:30 a.m. to 11:30 a.m.

All scheduling is subject to change at any time so applicant must be willing to work flexible hours within the scheduled hours of the clinic being 7:00 a.m. to 7:00 p.m.

Supervisor: Behavioral Health Clinic Manager

Deadline: Position will remain open until a pool of qualified applicants is received.

Submit cover letter, resume' and three references to Steve Haigh, HR Director at recruiting@riverhillshealth.org