



JOB TITLE: Administrative Assistant

Summary

Duffy Health Center is a patient-centered medical home, and every role requires functioning effectively using a team-based approach. The Administrative Assistant is responsible for providing a variety of administrative and clerical duties for Duffy Health Center, including collecting and recording data, maintaining and updating records and files for department meetings, and minute taking. This position is deemed non-essential* in the DHC Emergency Operations Plan.

Position Functions

The statements contained in this job description reflect general details, as necessary, to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties, as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.

1. Provides necessary administrative support to department managers and staff.
2. Schedules meetings, reserves conference rooms, and performs room set-up and clean-up for team meetings.
3. Order supplies or specialty items for meetings or department managers and staff when necessary.
4. Actively takes minutes during staff meetings and distributes minutes once completed.
5. Manages phone calls and responds appropriately; provides information and additional assistance.
6. Establish, maintain and update tracking systems.
7. Records, compiles and distributes information from reporting systems, and prepares monthly reports as required.
8. Organize and keep orderly record keeping systems.
9. Maintain electronic and paper files in an organized manner.
10. Maintains confidentiality and confidential files and information for department.



11. Works on special projects and duties as assigned.

Recommended Minimum Qualifications

Minimum Education and Experience

An applicant for this position requires a minimum of a High School Diploma or educational equivalent with one (1) to three (3) years of related experience in a customer service field.

Requirements under the DHC Emergency Operations Plan

During a declared Emergency, staff deemed as Essential Personnel are expected to work onsite at Duffy Health Center and Non-Essential Personnel are expected to work remotely. This position is Non-Essential and therefore this position may be expected to work remotely during a declared emergency.

Knowledge, Skills, and Abilities

A candidate for this position should have the following:

Knowledge of:

- Computer systems
- Microsoft Suite (Outlook, Excel, Teams, Word)
- Web based systems
- Company and departmental policies and procedures
- HIPAA regulations

Skill in:

- Written and verbal communication
- Accurate maintenance of reports and minutes

Ability to:

- Commit to the philosophy and mission of Duffy Health Center which serves the homeless and at-risk population, and to the team-based approach as part of PCMH.
- Maintain confidentiality of information shared and reviewed.



Accountability

The nature of work means that errors can be easily detected by the employee. Consequences of errors, missed deadlines or poor judgement may result in minor confusion, involving minimal time and expense for correction.

Judgment

Well defined or detailed rules, instructions and procedures cover all aspects of work. Judgement involves choosing the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Complexity

The work consists of simple, routine, or repetitive tasks and/or operations with few variations in established procedures.

Supervision Required

Work is performed under the direction of the Senior Director of Program Services. The employee works under direct supervision, where clear, detailed, and specific instructions govern the work or are explained with each assignment. The employee works as instructed and consults with the supervisor as needed on all matters not specifically covered in the guidelines or instructions. The supervisor maintains control by reviewing the work in progress or upon completion.

Nature and Purpose of Contacts

Relationships are with co-worker's incidental to the purpose of the work involving giving and receiving factual information about the work. Ordinary courtesy and tact are required. Contacts with patients may be required on an occasional basis.

Work Environment

Employee work involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting but conditions are generally not unpleasant.

Physical Demands

Employee may stand and walk up to 1/3rd of the time; sit more than 2/3^{rds} of the time; and talk or listen/hear or use hands more than 2/3^{rds} of the time. The employee seldom lifts up to ten (10) lbs. The position has normal vision requirements.

Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills or activities such as moving objects, computer and/or most other office equipment, typing, filing, or sorting.



Occupational Risk

Duties of job present little potential for injury. Risk exposure may be similar to that found in typical office settings.

Confidentiality

Has access to confidential information obtained during performance of regular position responsibilities, where the effect of any disclosure would probably be negligible or where the full significance of the overall confidential matter would not be apparent in the work performed.

Essential*

*Employees designated as “essential,” a standard Incident Command term used in Emergency Management, typically work on-site to provide direct clinical care or management of such.

Non-essential*

*Employees designated as “non-essential,” a standard Incident Command term used in Emergency Management, typically work off-site remotely to provide either clinical or administrative support to clinical operations.