

Henrietta Weill Memorial Child Guidance Clinic
Secretary II

DEPARTMENT: Clinical/Administration
TITLE: Secretary II
REPORTS TO: Program Manager
SUPERVISES: N/A
PAYROLL STATUS: Exempt _____ Non-Exempt X

PURPOSE OF POSITION:

Under the direction of the Program Manager, provides secretarial, clerical and/or administrative support services related to the needs of the clinical staff and management with primary emphasis on support of the client flow process and records creation and maintenance, and performs related work as required.

DISTINGUISHING CHARACTERISTICS:

The work performed by the Secretary II requires specialized knowledge, a high level of secretarial and communication skills and independent decision-making in accordance with established policies and procedures. This position requires the ability to prioritize workload, plan, organize, schedule and complete duties with minimal supervision.

ESSENTIAL JOB FUNCTIONS. AREAS OF RESPONSIBILITY:

- Provides support for psychiatrist, which includes scheduling appointments, making follow-up telephone calls, coordinating appointment process, and chart preparation. May also include preparation of paperwork for court orders and medication approvals.
- Performs routine secretarial functions; types client record dictation, correspondence, reports, memos, minutes of meetings and other materials, scanning Clinic documents, submitting foster-care quarterly reports, detailed instructions, notes or draft copy.
- Exercises sound judgment regarding daily operations and coordinates activities with other Clinic locations in accordance with established policy and procedures.
- Provides clinic-wide secretarial support as necessary.
- Compiles and computes data from files and other sources in preparing moderately complex reports.
- Maintains administrative and other records as needed.
- Inputs information into the client data system.
- Provides outreach and builds relationships with doctor offices, pharmacies, schools and/or other community locations.
- Update financial info in Cerner: Enter data from received signed financials or email to the county if I can't enter them
- Send missing/updated insurance information to the county to be entered into Cerner
- Coverage for front desk

- Suspense reports (typically sent by county 1st or 2nd week of the month and will have 2 weeks to complete)
- Send friendly reminders to PMs (30/60/90 day reports + upcoming reassessments needed)
- Send list of expiring financials to front desk for each clinic w/ next appt information
- Send Program Manager Foster team copies of the expiring financials for foster/probation kids
- Send list of expiring med consents
- Send list of expiring annual client forms to PMs
- Update financial binders (Add new clients, remove closed cases)
- May be required to open/close Clinic facilities.

- Assist with telepsychiatry needs
- Supports and relieves Secretary I as needed.
- Supports and relieves Administrative Clerks as needed.
 - Operates multi-line telephone and accurately transfers and announces calls.
 - Greets at front desk; directs individuals to proper persons and locations; answers questions and disseminates basic information regarding Clinic services.
 - Checks clients in for appointments.
 - Provides of Data entry,
 - Verifies eligibility for Medi-Cal and other insurance plans; collects client payments and issues receipts; provides information/admission packages to clients and verifies completed paperwork.
 - Oversees waiting area. May be required to supervise the behavior of clients in the waiting room.
 - Maintains the client record filing system; files documents, retrieves and files client records in accordance with county contract provisions and Clinic policy.
 - Maintains client record location data for all records removed from the files; resolves issues related to the location and proper filing of client records; and may assist in the search and retrieval of client records.
 - Maintains front office, file room and mailroom in a neat and organized manner.
 - Receives, distributes and notifies staff of various deliveries.

OTHER RELATED DUTIES:

- Adheres to all state and federal regulations regarding confidentiality, privacy and security of protected health information; compliance with minimum necessary standards applies.
- May transport inter-office mail.
- Participates in staff meetings and in-service training sessions.
- May assist in the training and orientation of new administrative personnel.
- May be required to travel.
- Performs all other duties or special projects as assigned.

ERGONOMIC REQUIREMENTS. VARIOUS PHYSICAL FUNCTIONS NEEDED TO PERFORM THE TASK:

- Moderate use of computer equipment; ergonomically organized workspace; minimal physical activity required in maintaining files, including reaching, stretching, bending, stooping, etc. Use of proper lifting techniques when transporting supplies, copies, etc. May require lifting up to 50 pounds stacking and pushing or pulling files or supplies on a small handcart or pushcart.

QUALIFICATIONS REQUIRED BY THE POSITION:

This position requires a high school diploma or any equivalent combination of education and experience which provides the required knowledge, skills and abilities; three years secretarial/general office/data entry experience, preferably in a health-care environment. Knowledge of psychiatric and medical terminology preferred.

Requires knowledge of standard office procedures, alphabetical, numerical and chronological sequences; proper spelling, grammar and punctuation; ability to operate various office machines including transcription equipment, operate a computer at a beginning to intermediate level, ability to use Microsoft software applications; sixty (60) wpm typing/keyboarding speed. Skills to be demonstrated by testing.

Requires ability to demonstrate effective communication skills orally and in writing, demonstrate effective public relations skills in dealing with the public, clients and staff with courtesy and diplomacy; demonstrate effective organizational and time management skills. Ability to read and follow written instructions, understand and follow oral

instructions; utilize analytical and problem-solving skills; remain current regarding policies and procedures; perform duties under pressure and/or with constant interruption; and ability to establish and maintain effective working relationships with staff, other professionals and the general public. Possession of a valid California driver's license and proof of automobile insurance are required.

OTHER ISSUES:

This job description describes a general category of jobs. Employees may be assigned other duties, in addition to or in lieu of those described above as deemed necessary by the Clinic.

Effective Date: : : : : _____ : : Approved by: : : : : _____



Henrietta Weill Child Guidance Clinic

Job Description Signature Page

JOB DESCRIPTION UNDERSTANDING

I have read and understand the Job Description for the position of

I acknowledge that in the event I have questions or concerns about the duties I am assigned or see the need for changes, I will contact my Supervisor/Manager or The Human Resource Manager, so they may assist in resolving or correcting items that are in question.

Employee name _____ Title _____ Date _____