



Medical Office Assistant
Risk Management

RM/10
Pay Grade: 10

JOB SUMMARY

This position is responsible for providing direct support on all employee clinic functions as assigned by the Director of Risk Management. Performs all necessary administrative support in a highly professional manner; reports directly to the Executive Assistant and the Director of Risk Management.

MAJOR DUTIES

- Prepares the Employee Wellness Clinic for daily clinical activities in coordination with the medical providers as directed by the Director of Risk Management with specific timelines.
- Maintains and processes medical records files with the medical providers following HIPAA regulations with strict adherence to confidentiality.
- Manages the clinic calendar for the Director of Risk Management, with coordination of the Executive Assistant, addressing staffing rotations of the medical providers and patient scheduling.
- Will also coordinate and manage the schedule of the Registered Dietician in accordance with the direction of the Risk Management Director.
- Coordination of additional services provided by specific programs such as the Diabetes and Hypertension Program. Will monitor and purchase necessary equipment as well as distribute incentives upon employee patient engagement in the respective programs.
- Responsible for scheduling all clinical travel arrangements for the Director and staff at the direction of the Director with confirmation of available funds.
- Responsible for time documentation of all clinic staffing with daily updates for the Director's review of available staffing at all times.
- Provides and understands routine information within specified policies and procedures regarding department services or policies to the public or other county employees in person, over the phone, or by mail. Priority will be given to the functions of the employee wellness clinic for complete and up to date information.

- Prepares memorandums, e-mails directives as requested by the Risk Management Director for the department and Countywide directives as applicable to the employee Wellness Clinic.
- Organizes correspondence, e-mails, laboratory reports, invoices for the Director's review dealing with the Employee Wellness Clinic.
- Coordinates meetings between all medical provider vendors, Directors, and County officials for the Director of Risk Management relative to the Employee Wellness Clinic and also maintains all contact information for WEBEX, Zoom, and teleconference meetings.
- Coordinates and schedules quarterly meetings with all in network medical service providers enhancing exchange of new procedures/protocols for integration of new programs and services.
- Assists in monitoring and managing the diabetes and hypertension special projects relative to clinical functions for the Director from daily operations to long-term strategic development of programs.
- Supervision of procurement orders for the Risk Management Department at requisition level and or receipt of goods for the Risk Management Department especially all purchases dealing with clinical operations i.e. medications and medical equipment.
- Establish and maintain effective working relationships with departmental staff, other county employees, County officials, medical service providers, and the general public.
- Point of contact for vendors and others as it pertains to payment status for clinical operations with coordinated review with auditor's department.
- Coordinates with the Director of Risk Management in the development of short and long- term plans for the department with a focus on staff development and maintaining professional license credentials.
- Serves as the first level of intervention in addressing all Reports issues and concerns regarding clinical operations to the Director of Risk Management and acts on all follow up actions as directed.
- Ability to work comply with reporting guidelines and other deadlines using judgement to remedy inconsistencies and other issues that may arise.
- Maintains a professional appearance at all times in a business and or medical setting.,
- Possess effective leadership, bi-lingual (English-Spanish) skill set for public speaking and organizational skills.
- Performs special projects as assigned by the Director of Risk Management in the best interests of Webb County.
- Will prepare and assist in doing presentations to the general public with an emphasis on bi-lingual public speaking.
- Performs any other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Ability to communicate in English and Spanish; preferred.
- Knowledge of front and back office clinic support in primary care (Vital Signs, lab work, immunizations, medical and nursing assistance, and phlebotomy).
- Must be certified as an instructor under the Red Cross Protocols in Cardio-pulmonary Resuscitation, First Aid, and the utilization of the Automatic External Defibrillator. Certification must be obtained within 6 months of assuming the position.
- Ability to take and follow directions from supervisor.
- Ability to maintain a valid Texas Driver's License and a good driving record.
- Must be proficient in the use of computer and Microsoft Software.
- Must have experience in the use of office equipment.
- Knowledge in use of Power Point Presentations and Excel spreadsheets
- Knowledge in public speaking styles and techniques for employee and general public presentations.
- Must be proficient in the use of New Worlds financial system to include budgetary, procurement and basic inquiries on countywide accounts and funds to include the ability to generate reports when requested by the Director of Risk Management.
- Must possess sound judgement and demonstrate professionalism in daily operations.

SUPERVISORY CONTROLS

The Director of Risk Management assigns work in terms of general instructions. The Director of Risk Management checks work for compliance with procedures, Webb County policy, direct instructions, and overall objectives of the Risk Management Department Employee Wellness Clinic and countywide directives initiated by the Director.

GUIDELINES

Guidelines include the Texas Government Code, Local Government Code, The Webb County Policy Manual, and other countywide policies and procedures. The guidelines require judgement, selection and interpretations in application. This position may assist the Director of Risk Management with research on best practices and assist with the development of proposed guidelines affecting procurement practice and policies.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied medical administrative complexity, and reporting functions influencing countywide operations of the employee health initiative. The variety of multi-faceted duties contributes to the complexity of the position with latitude for clinical judgement at the direction of the Director of Risk Management.
- The purpose of this position is to provide integrated secretarial administrative support for Risk Management Department activities as well as provide clinical operations support to the Webb County Wellness Employee Clinic. Successful performance helps ensure the efficiency of those operations and that of the Director.
- The position requires the ability to multi-task with scheduling and back up scheduling support of staff at the clinic as well as performing phlebotomy and or clinical functions such as vital signs, and basic triage of employee patients. The position will require monitoring of clinic expenditures and the issuing of Requests for Payments for medical support staff and or medical inventory of supplies for dispensing to employee patients.

CONTACTS

- Contacts are typically with Webb County employees, Elected Officials, Appointed Officials, Department Heads, Risk Management Staff, Chief Executive Officers and County employees in general. To include County vendors, medical health providers, and the general public.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- Must be able to sit or stand for prolonged periods of time.
- Must be able to lift 5 lbs.
- Some work may require walking short distances to other county department clinic modules located in the clinic building proximity.
- The multiple work duties are typically performed at the Risk Management Employee Wellness Clinic at Road & Bridge location.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has no supervisory or Management responsibility.

MINIMUM QUALIFICATIONS

- Must have a High School Diploma or GED; from an accredited institution.
- Medical Office Assistant or Medical Assistant Certification from an accredited school or college is required (Copy of certification must be attached to application).**

- Certified School Transcripts must be submitted.
- Must be certified as an instructor under the Red Cross Protocols in Cardio-pulmonary Resuscitation, First Aid, and be cognizant in the utilization of the Automatic External Defibrillator, or must obtain certification within 6 months of assuming position.
- Must have 2 years of experience in administrative work, health administrative or clinical work (front & back office), or health project work or any equivalent combination of education, training, and experience which provides the required knowledge, skills, and abilities; preferred.
- Must be able to type 45 wpm; preferred.

OTHER REQUIREMENT/INFORMATION

- Must possess a valid and current driver’s license.
- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, Motor Vehicle Record (MVR) and criminal background checks are required.
- This position *is covered* under Civil Service; therefore is subject to the Civil Services Rules and Regulations in addition to all other Webb County policies.

ACKNOWLEDGEMENT

The undersigned have read, discussed and understand the full meaning of this job description and agree to abide by all terms and conditions herein expressed or implied.

Employee's Signature

Print Name

Date

Supervisor's Signature

Print Name

Date