

CLOVIS UNIFIED SCHOOL DISTRICT

POSITION DESCRIPTION

Position:	Clerical Specialist Health Center	FLSA:	Non-Exempt
Department/Site:	Nursing Services	Salary Grade:	08
Reports to/Evaluated by:	Director of Nursing Services	Salary Schedule:	Classified

SUMMARY

The Clerical Specialist is responsible for the overall operation of our CUSD Children’s Health Center. Duties involve both clerical and medical triage while assisting the Nurse Practitioner. Responsibilities include prioritization and registration of patients, insurance verification and assistance, maintenance of electronic and paper health records, medical billing, and general organization of the health center.

DISTINGUISHING CAREER FEATURES

Under the direct supervision of the Nurse Practitioner (NP), the Clerical Specialist in the health center setting must multi task both clerical and medical assistance in order for our NP to efficiently provide health care to well children and ill children. Position involves performing a variety of clerical and secretarial duties that include receptionist, data entry, record maintenance, filing and retrieval of information, and reports, as well as medical assistant tasks that include detailed knowledge of immunization schedules at different ages, rooming patients, assisting with procedures, and other general duties as assigned. Position requires initiative, independent judgment, and working with the community. Position is subject to potential exposure to communicable diseases and infectious bodily fluids and, therefore, recommended immunizations must be up-to-date.

ESSENTIAL TYPES OF DUTIES AND RESPONSIBILITIES

- Serves as receptionist and triage person for our Children’s Health Center. Greets patients, families, staff, and health care providers to ascertain nature of their visit in order to prioritize the daily schedule. Resolves incoming phone calls by referring to appropriate agencies, school sites or departments.
- Coordinates and schedules appointments for the Nurse Practitioner and maintains her/his calendar for meetings, educational presentations, special education assessments and nursing coverage.
- Registers patients, checks for medical eligibility requirements, insurance authorization, prepares educational health care material for parents, and creates patient charts.
- Receives cash, prepares receipts and processes money deposits. Generates billing for Med-Cal, CHDP and CAL-Viva Medi-Cal for processing.
- Accesses the CA Valley Immunization System to transcribe patient immunizations in the database.
- Maintains all equipment for daily operation. Orders, stores and replenishes health office supplies. Follows up on approved purchases for delivery status, costs, and outstanding balances.

- Develops and implements office policies and procedures. Creates a variety of forms for the health center. Maintains a filing system for patient Medical Records.
- Makes referrals to a variety of agencies, hospitals, and community health care providers with minimum direction. Follows up for patient compliance and reports.
- Provides information and assistance regarding medical issues, health center services, and enrolling in health care programs to school personnel and the public.
- Responds to requests for information of a specialized or confidential nature requiring the use of discretion and judgement in explaining regulations and procedures. Maintains confidentiality of information processed or received during the course of performing assigned duties.
- Trains, delegates responsibilities, and supervises medical assistant student interns.
- Coordinates with site staff to arrange for general and emergency maintenance visits, state and county audits, and construction scheduling for the health center.
- Performs other duties as assigned that support the overall objective of the position.

QUALIFICATIONS

Knowledge and Skills: Working knowledge of office practices, procedures and equipment, including filing system, telephone etiquette, letter and report writing. Requires business math skills; understanding of accounting and budget transactions; and statistical record keeping. Working knowledge and willingness to learn software programs specific to the health center. Understanding of specific medical insurance programs, government health programs, as well as, interpreting global immunization records. Requires sufficient human relations skill to present a positive image of the health center, convey technical information to others, and use patience in dealing with a diverse population.

Abilities: Requires the ability to perform the duties of the position efficiently and effectively, in an open environment with multiple interruptions and distractions. Requires the ability to plan, organize and prioritize work to meet timelines. Must be able to perform clerical and secretarial work with accuracy utilizing medical terminology. Requires the ability to interpret, explain and apply district rules, department regulations and school health policies. Requires the ability to use a computer to produce correspondence, promotional materials, layouts, and conduct research. Requires the ability to maintain records and filing systems. Requires the ability to maintain confidentiality of private and sensitive information. Requires the ability to work cooperatively with district wide staff and the public, using patience and courtesy.

Physical Abilities: Requires the ability to function indoors engaged in work of primarily a sedentary nature with the ambulatory ability to move quickly if necessary. Requires the ability to use near vision to read printed materials and computer screens. Requires understandable speech and a hearing ability to communicate both in person and over the phone. While performing the duties of this job, the employee may be required to stand, walk, sit, use hands to handle or feel; reach with hands and arms; climb or balance; stoop, kneel or crouch. Must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds.

Education and Experience: High School diploma or equivalent supplemented by Medical Front Office and/or Medical Assistant coursework.

Licenses and Certificates: Current CPR/First Aid certificate and a valid driver's license required. Previous experience with children and clerical experience required. Medical background is highly recommended. Medical Assistant Certificate preferred.