MCDONOUGH COUNTY HEALTH DEPARTMENT

JOB DESCRIPTION

Division: Community Health

Job Title: Community Health Program Assistant

Reports to: Community Health Director

Prepared by: Community Health Director

Prepared date: 2/13/2025

SUMMARY

Provides a wide variety of clerical, secretarial functions for the Community Health division with primary duties in the WIC (Women, Infant, and Children) program and Health Check clinic.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following:

-explain basic information on program procedures and policies to callers or in person

-answers phone, takes messages or refers to appropriate area or agency

-serves clients and the public directly including collection of information or service fees

-maintains confidential information according to HIPPA rules/laws

-offers voter registration to all participants enrolling in WIC

-maintains NVRA documentation in files/transmits per policy and procedure

-review for certification, paperwork, and/or eligibility for program services with documentation in the iWIC system

-Schedule appointments or tests as necessary

-classifies, stores, retrieves and updates generated information for all programs

-type or enter routine information into or from a standardized format from material provided

-generate standard forms or reports through computer or manual tabulations

-operates computer and peripheral equipment to enter and process data

-issues EBT cards and helps to educate on use and purchase of WIC foods

-contributes to the breastfeeding friendly, supportive WIC environment

-issues Farmer’s Market coupons and maintains the logs

-completes education for new farmers and reviews stands per policy

-provides system maintenance and problem solving

-compiles, verifies, and files medical records

-orders supplies for WIC and health check clinic

-compiles data and bills insurance for county employees

-compiles statistics for monthly BOH meeting or annual report

-preparation and assistance for clinics including transportation of client records and supplies

-collects fees for programs; submits to the front office and keeps account of receipts

-provide appropriate paperwork for immunizations

-enter all insurance information into EMR for third party billing

-enter client’s hemoglobin and lead levels into ICARE

-perform necessary duties in an emergency per SNS plan

-ensure vaccines have correctly transferred from EMR to ICARE for inventory

-update vaccine temperature logs daily and enter in ICARE

-post payments to EMR for third party billing

-follow up on insurance billing claims and review monthly patient statements

-follow up on insurance errors made by third party billers

-mail lab results to patients

-keep provider list up to date in Quest

-respond to requests from providers or agencies for medical records

-schedule collection of labs, or cancel collection as needed

-other duties as assigned

MINIMUM REQUIREMENTS

Education and/or Experience

High school diploma or equivalent of eighteen (18) months of prior related experience in clinic/office protocol and operations, including computer operations.

CERTIFICATES, LICENSES, INSURANCE

Current Illinois driver’s license and accident liability insurance, if operating a motor vehicle.

PHYSICAL REQUIREMENTS

LIGHT WORK- exerting up to twenty pounds of force occasionally and/or up to ten pounds of force frequently and/or a negligible amount of force constantly to move objects. Greater use of arms and/or legs than sedentary work. While performing the duties of this job, the employee is constantly, (over 70%) required to sit and see, frequently (50-70%) required to hear, talk, read, write, finger objects and use repetitive motion; regularly (11-49%) required to stand, walk, and lift; and occasionally (up to 10%) required to crouch and stoop, push, lift, and climb.

LANGUAGE SKILLS

INTERMEDIATE- ability to read and interpret documents such as computerized forms, operating and maintenance instructions or procedure manuals. Ability to draft routine reports and correspondence.

CONTACT WITH OTHERS

INTERMEDIATE- Requires regular contact within the department with clients and the public or other agencies, supplying or seeing information, reports, etc. Tact and patience must be used to obtain

understanding and cooperation. Inappropriate manners with contact outside the organization may affect results; however, primary responsibility for results rests with next level of management.

JUDGEMENT, COMPLEXITY OF DUTIES

INTERMEDIATE- judgement involves identifying and choosing the most appropriate response within very diverse but standardized procedures. A wide range of responses are necessary according to differing situations. Referring only unusual matters or providing status reports to the supervisor.

EXTENT/TYPE OF SUPERVISION GIVEN

MINIMUM- instructing, assigning, and/or checking work with no direct supervisory responsibility. Most of the time spent performing the same work as a member of the group. Little or no responsibility for costs, methods, or personnel. May oversee the work of volunteers or back up staff.

CONFIDENTIAL DATA

HIGH- regular access to confidential records, which if revealed could result in loss of credibility to the health department within the community and possible exposure to financial liability.

EFFECT OF ERRORS

HIGH- Errors could be serious and are not usually subject to direct verification or checking. Losses could have moderate to high direct financial impact on or financial liability to the department such as a loss of funding, replacement or major repair of damaged equipment or limited medical treatment needed because of improper needle stick or other minor health care services provided. May adversely affect relationships within the department or with an individual agency resulting in issuance of correction or multiple corrective measures being taken and/or disruption in the workflow.

WORKING CONDITIONS/HAZARDS

SOMEWHAT DISAGREEABLE- intermittent exposure to noise, uncooperative clients, variety of communicable illnesses, etc., but usually not to the extent of being continually present.

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APPROVED BY: MCHD Aministrator\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I have read and understand the job description and agree to fulfill the position’s responsibilities to meet the defined standards.

Supervisor\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_Employee\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_