



**WINNEBAGO COUNTY HEALTH DEPARTMENT  
JOB DESCRIPTION**

<b>Job Title:</b>	Clerk II
<b>Center:</b>	All Centers
<b>Reports to:</b>	Program Supervisor
<b>FLSA Status:</b>	Non-exempt
<b>Grade Level:</b>	12
<b>Date Created/last reviewed:</b>	04/11/2017

**POSITION SUMMARY**

The Clerk II position provides clerical support necessary in the provision of quality services for the Winnebago County Health Department (WCHD) clients across multiple programs including but not limited to Family Planning, Sexually Transmitted Infections (STI)/HIV services, Immunizations, Refugee Screening, and Tuberculosis care. Services are provided routinely during normal business hours and on weekends and evenings as needed. Routine activities include phone intake for appointments, providing general information to the public, entering data including insurance information into electronic health records and other department systems, receiving payments for service, copying, and filing.

**ESSENTIAL FUNCTIONS:**

Under direct supervision, Clerk II staff performs the following essential functions within the framework of Winnebago County Health Department's provision of the core functions and essential services of public health:

**Leadership and Systems Thinking**

- Adheres to WCHD policies, procedures and standards, in assisting clients and staff with various functions, such as Intake, Registration, Records, Insurance/Billing, etc.
- Contributes to a work environment where continuous quality improvements in service and professional practice are pursued.
- Works as a multifunctional team member to respond to clients' needs efficiently.

**Public Health Sciences**

- Participates in a comprehensive public health quality assessment and improvement plan for the Department.
- Maintains client records by creating, pulling and filing records as needed for program services to keep clinic and/or programs running smoothly.
- Refers clients to needed public health services.

**Community Dimensions of Practice**

- Works within various WCHD programs to assist clients in utilizing all local resources available to them.

- Provides client with information within the scope of knowledge by giving program information, referring to the appropriate WCHD or community resources to educate clients and meet their needs.

#### **Analysis and Assessment**

- Provides data to WCHD staff, as requested, in order to perform data analyses.
- Accurately enters data for client services.

#### **Policy Development and Program Planning**

- Provides input and suggestions on work flow and other quality improvement initiatives to improve the client experience and/or customer service.

#### **Communication and Cultural Competency**

- Courteously greets and offers assistance to clients presenting for services.
- Answers telephone with professional greeting, responding to inquiries and/or complaints; and responds to voice mail messages in a timely manner.
- Staff members with multi-lingual competencies will help interpret information to non-English speaking clients as needed and provide both verbal and written interpretation to ensure multi-lingual clients have a clear understanding of the information.
- Utilizes appropriate communication methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic, sexual orientations, lifestyles and physical abilities.
- Adheres to ethical principles and Winnebago County and Winnebago County Health Departments' policy in the collection, maintenance, use, and dissemination of data and information.

#### **Financial Planning and Management**

- Designated staff will be responsible for cashier responsibilities for programs by collecting money for services rendered to ensure fiscal and grant requirements are met.
- Participates in activities such as time studies that contribute to the development of budgets and the efficient use of resources.

#### **Other**

- May be asked to assist clients to enroll in other programs, such as the Motor Voter Program.
- Appropriately responds to requests for information from internal and external sources with proper documentation.
- Performs public health emergency response duties as assigned and consistent with training provided, in response to threats to the public's health consistent with job classification.
- Participates in Department and community emergency response training and drills in support of public health emergency and disaster preparedness consistent with job classification.
- Assumes responsibility for own professional growth and development by pursuing education, participating in professional committees and work groups and contributing to a work environment where continual improvements in practice are pursued.
- Performs other duties as assigned consistent with job classification.

**BEHAVIOR EXPECTATIONS:**

- Treats others with courtesy, respect and a caring manner in all interactions.
- Continually looks for, suggests and works on better ways to conduct work.
- Promotes patient rights and ensures confidentiality and privacy at all times.
- Be open to new ideas and changes; encourages others to do the same.
- Willingly flexes to meet changing workload demands and priorities.
- Treats each employee as an equal and valued member of the team and works cooperatively with other employees to complete work.
- Regular attendance is required as need to accomplish job functions, including overtime as needed.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

**Education, Licensure, Certifications, Experience**

- High School diploma or GED is required.
- At least one (1) year previous clerical/office experience is required. Preference will be given to candidates with previous experience scheduling appointments and/or working in a health-care related position.
- Successful completion of WCHD HIPAA Training.
- Preference will be candidates who are proficient in written and verbal communication in a second language.

**Leadership and Systems Thinking Skills**

- Intermediate skills with problem solving and conflict resolution.
- Able to incorporate ethical standards of practice into all interactions with individual, organizations and communities.
- Contribute to development of a vision for a healthy community.
- An understanding and application of HIPAA Rules and Regulations to both individual and population-based healthcare.

**Public Health Sciences Skills**

- Knowledge of the core functions and essential services of public health
- Knowledge of national public health accreditation standards and Illinois requirements for certified local health departments.

**Community Dimensions of Practice Skills**

- Support relationships and programs that may be needed to improve health in the community.
- Provide input for developing, implementing, evaluating, and improving policies, programs and services.

**Analysis and Assessment Skills**

- Knowledgeable in use information technology in accessing, collecting, analyzing, using, maintaining, and disseminating data and information.

**Policy Development and Program Planning Skills**

- Contribute to health improvement planning projects as needed.
- Provides input on policies, procedures and programs.

**Communication and Cultural Competency Skills**

- Proficiency in written and oral communication including in person, through print and electronic means.
- If bi-lingual, may be asked to provide interpretation services to clients in other programs.

**Financial Planning and Management Skills**

- Performs job functions adhering to Department policies and procedures.

**Other**

- Must successfully complete a pre-employment/post offer drug screen.
- Must successfully complete a pre-employment/post offer background check, which may include; criminal and civil claims, credit report, finger printing, etc.
- Must possess and maintain a valid driver's license, current certificate of vehicle insurance, and access to reliable transportation is required.
- Proficiency in use of advanced computer skills: email, word processing, databases and spreadsheets.
- Proficiency in the Health Department/County's data systems, such as: Patagonia, CEMP, ITrain, and TCP, within 3 months of hire date.
- Ability to work longer shifts, nights, and weekends to meet operational needs as determined by management.
- Ability to meet the physical demands of the Essential Functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
  - Engages in the following movements: Sitting, standing, walking, reaching and writing/typing frequently; climbing, balancing, stooping, kneeling, crouching, lifting, fingering, grasping, and feeling occasionally.
  - Must be able to lift and/or move up to 10 pounds frequently and 30 pounds occasionally.
  - Hearing ability sufficient enough to communicate with others effectively in person and over the phone
  - Visual ability must be sufficient enough to read documents, computer screen and drive a car.
  - Must be able to be fitted and wear NIOSH 95 mask, in conjunction with emergency preparedness.

**TOOLS AND EQUIPMENT USED**

Must be able to use multi-line telephone, fax machine, copy machine, calculator, computer, scanner and printer.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee works in a typical office environment. The employee is exposed to noise from close working conditions and significant work pace/pressures.

**Reports to:** Director of Personal Health Services.

**Directs Work of:** None

**Blood borne Pathogen Risk Code:** None    Low    Medium X    High

**The above is intended to describe the general content of and requirements of the performance of this position. It is not construed as an exhaustive statement of duties, responsibilities, or requirements.**