

AGENDA ITEM FOR ADMINISTRATIVE MEETING () Discussion only
(X) Action

FROM (DEPT/ DIVISION): UCo Health

SUBJECT: Position Reclassification

<p>Background:</p> <p>The Hermiston Student Health Center opened at Hermiston High School on November 4, 2024. This center is staffed with an Office Assistant. Currently this position is classified at OA II. Since the site has been open, they have seen almost 200 individuals, 23% of which were uninsured. Many of the uninsured students were eligible for OHP and planned to enroll in the future. If we can enroll individuals in OHP at the time of their visit at HSHC or prior to their first visit, then we will be able to bill for this service. To add this task to the job duties requires reclassifying this position to an OAIII. Hermiston School District is supportive of this change and has agreed to fund the increase in personnel costs for the reclassification. Note, this position is currently vacant.</p>	<p>Requested Action:</p> <p>Approve reclassification of HSHC OA II position to OA III.</p>
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ATTACHMENTS: Job Description

Date: (3/4/2025) Submitted By: Alisha Lundgren

*****For Internal Use Only*****

Checkoffs:

- () Dept. Heard (copy)
- () Human Resources (copy)
- () Fiscal
- () Legal (copy)
- () (Other - List:)

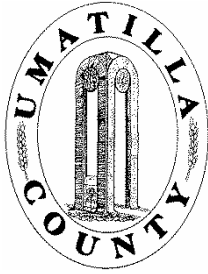
To be notified of Meeting:

Needed at Meeting:

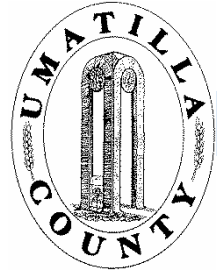
Scheduled for meeting on: March 12, 2025

Action taken:

Follow-up:



UMATILLA COUNTY POSITION DESCRIPTION



Department: Public Health

Position Title: Office Assistant III

Employee Name: _____

Effective Date: _____

Job Series:

Salary Range:

Union Covered: Yes

BOLI Exempt: No

GENERAL DESCRIPTION OF POSITION

The Hermiston School Health Center located at the High School provides convenient and affordable healthcare access to students of the Hermiston School District. The Office Assistant at the clinic provides clerical and medical support to the Nurse Practitioner (NP).

SUPERVISORY RELATIONSHIPS

Works directly under the supervision of the Deputy Director.

PRINCIPAL DUTIES OF POSITION

- Act as receptionist, receiving and greeting all clients and visitors professionally and courteously whether for services and/or information (EE).
- Answer phone calls, monitor fax, process requests and return calls in a timely manner (EE).
- Provide assistance to the operation of the center, which include: processing incoming and outgoing mail, scanning client forms and records, faxing documents, and other clerical-related functions (EE).
- Responsible for processing client paperwork to include: registration forms, screening questionnaires, Release of Information (ROI) forms, etc. (EE).
- Schedule and confirm appointments for clients (EE).
- Perform timely and accurate data input for various software programs, such as Intergy, ALERT IIS, Ahlers Software, OHP Enrollment database etc. (EE)
- Maintain client confidentiality whether electronically, verbally, or in paper form (EE).
- Obtain client insurance information and enter into Electronic Health Record (EE).
- Responsible for daily maintaining the orderliness of clinic waiting areas and appropriate environmental cleanliness between patients in exam rooms (EE)
- Process patients for providers visit and maintain smooth patient flow throughout the health center (EE).
- Enroll clients for services and any other related areas, as appropriate. (EE)
- Create and maintain a system to accommodate clients' requests for services. (EE)
- Draft and prepare client and/or clinic forms, as requested. (EE)
- Responsible for processing Release of Information (ROI) requests. (EE)

- Obtain client insurance information for entry into medical billing software/web sites and enter into EHR system. (EE)
- If applicable, provide interpretation services for Spanish-speaking clients.
- Explain rules, regulations, programs, and client procedures. (EE)
- Interview clients on the phone and in person to assist in determining appropriate needs and services. (EE)
- Provide program information and assist clients in procedures to access benefits. (EE)
- Obtain and maintain Oregon Health Plan Assister certification (EE)
- Enroll eligible clients in Oregon Health Plan (EE)

OTHER DUTIES OF POSITION

- Participate in and collaborate with the Health Center Multi-Disciplinary team (EE).
- Build trusting relationships with School staff personnel (EE).
- Participate in and assist with any Health Center certification processes (EE).
- Operate standard office equipment including fax machines, copiers, printers, and computers (EE).
- Be intuitive and perform duties independently without close supervision. (EE)
- Communicate clearly and concisely, both verbally and in writing. (EE)
- Provide courier service between Health Center, the Health Department and county offices as needed (EE)
- Participate in occasional after hours or weekend events that may include health fairs, community clinics, and public health emergencies, as needed. (EE)
- Other duties as assigned (EE).

REQUIREMENTS FOR POSITION

Minimum Requirements:

- High school diploma or GED
- Bilingual Spanish; Ability to speak, read and write English & Spanish
- 2 years of experience in secretarial and clerical functions including a thorough knowledge of office equipment such as photocopying machines, computers and word processor software.
- Current CPR certification or ability to obtain it within 6 months (offered through UCo Health).
- Ability to communicate effectively
- Excellent organizational skills and the ability to multi-task
- Ability to deal with the public in a pleasant and tactful manner
- Ability to pass criminal background check.
- Possess a valid Oregon driver's license with satisfactory driving record.

Preferred Qualifications:

- Additional college-level coursework in business field.
- Experience in a health care setting

SPECIAL QUALIFICATIONS

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee is frequently required to walk, sit, bend, talk and hear. The employee is required to use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee may occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

TOOLS AND EQUIPMENT USED

Computer, including word processing, data base, Internet, and spreadsheet programs; calculator, telephone, copy machine, fax machine and postage machine.

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 job functions.

While performing the duties of this job, the employee works in a medical office environment in a school; the employee rarely works in outside weather conditions. The noise level in the work environment is usually quiet with intermittent noise during passing time for students.

This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related to, or logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee's Signature/Date