

LANGLADE COUNTY POSITION DESCRIPTION

HEALTH/SOCIAL SERVICES OFFICE ASSISTANT

Department: Health/Social Services
Reports to: Administrative
FLSA Status: Non-exempt, 35 hours/week

Summary:

This position provides clerical support to the Health and Social Services Department. This position performs receptionist and general clerical work under general guidance from the Health/Social Services Administrative Assistant, while also exercising independent judgment in transactions with the public. Responsible for answering and redirecting incoming calls, requiring familiarity with departmental programs, operations and agency staff. Data processing, record keeping, financial, public health and social service programs, food share program, receiving the public and providing customer service are all included in this position. Work is performed under the Administrative Assistant.

Essential Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential function satisfactorily and in a timely manner. The following duties are typical for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required or assigned.

General Office Duties:

- Answers the telephone, transfers voice messages. Acknowledges and greets clients/visitors as they arrive, directing them and providing information. Notifies appropriate staff person when a visitor has arrived and/or is waiting for an appointment.
- Answers incoming phone calls and inquiries at front desk of a general nature, or refers inquiries to the proper unit/staff member.
- Types various letters, forms, reports, and department media articles.
- Assists with filing and retrieving information.
- Distributes incoming mail & prepares outgoing mail.
- Maintains office equipment as necessary.
- Retrieves office email and forwards to necessary personnel.
- Prepares minutes following weekly in-service meetings, produces work orders for maintenance, makes copies of information for department staff, makes copies of pamphlets and educational materials as requested.
- Maintains patient/family confidentiality.
- Communicates with, relates to, and works cooperatively with other members of the health and social service teams including collaborative partners.
- Schedules and cancels appointments, as instructed, and maintains appropriate records.
- Receives payments, issues receipts and accounts for monies handled.
- Assists with various projects and programs as needed.
- Prepares voice mail messages, retrieves messages daily
- Types new and revised policies for the department(s).
- Designs & produces posters, forms, brochures, banners, etc. for various trainings, programs, etc.
- Contributes to the County web page, Health Department web page and Facebook.
- Types various letters, forms, reports, & department media articles.

- Distributes incoming mail & prepares outgoing mail.
- Maintains department scrapbook and photo album.
- Produces work orders for maintenance.
- Prepares Certificates of Completion / Participation for individuals who attend Blood Borne Pathogens trainings, Teen Peer trainings, etc.

Public Health Duties:

- Maintains records of TB skin test & Hepatitis B vaccinations for all county departments and the public.
- Health Check/Well Child
 - * Schedules office appointments.
 - * Prepares and mails pre-screening forms to scheduled clients and referral forms to referral sources.
 - * Provides to Finance for billing of screening services.
 - * Records statistical data
 - * Tracks information for grant requirements
- Immunization Program:
 - * Works with both RECIN and WIR statewide immunization programs.
 - * Assesses children's records.
 - * Enters immunizations in RECIN/WIR.
 - * Prepares computer set-up and log-in for immunization tracking.
 - * Keeps current with immunization requirements and educational materials provided to clients.
- Responsible for follow-up letters to parents/schools for vision and hearing screening results.
- Water Tests:
 - * Distributes kits and information.
 - * Sends follow-up letters
 - * Files accordingly
- Blood Lead Tests:
 - * Prepares blood samples for mailing
 - * Notifies parents and WIC of lab results
 - * Files results
- Fluoride Rise Program:
 - * Orders supplies
 - * Prepares supplies for delivery to rural schools
 - * Collects statistical data
 - * Distributes fluoride tablets to rural parents
 - * Oversees and coordinates the fluoride and dental program (orders fluoride, organizes delivery to schools, reports results to the Director, etc.)
- Supplies and prepares exam rooms
- Distributes Radon Kits and manages data for department review. Prepares educational materials on Radon program and testing.
- Records immunization/TB skin tests for all clients.

Social Services Duties:

- Scans and files materials into the electronic case file system (ECF).
- Issue Wisconsin Quest Cards to customers who are eligible for the Food Share program or replacement cards for customers who may have lost their card and need a replacement.

Financial Responsibilities:

County Shared drive: M:\Job Descriptions\Master – Job Description Form

- Manages incoming money from the reception area and balances the money box. Turns in receipts to the Finance Department.
- Prepares required information for billing purposes for the Finance Department.

Qualifications: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education and/or Experience:

High School Diploma or equivalent (GED); plus one year of relevant office experience; or any equivalent combination of education, training and experience which provides the necessary knowledge, skills and abilities. Valid Wisconsin driver's license required. Keep current Notary of Public and notarize when necessary for workers in all units or upon client request.

Knowledge, Skills and Abilities:

Ability to organize work and develop work procedures with minimum supervision; ability to prepare and maintain records. Must be dependable, tactful, and maintain confidentiality. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rates, ratios, and percentages. Ability to learn new federal/state guidelines for department programs. Ability to use a scanner and validation software. Ability to input data into a computer system. Ability to work accurately and efficiently under pressure from clients and deadlines. Ability to maintain customer and program confidentiality. Ability to establish and maintain effective working relationships with staff, customers, other agencies, and the general public, including people from diverse cultures. General knowledge of Economic Support Programs, Wisconsin Home Energy Assistance Programs, Children and Family Services Programs, Veterans Services, and community resources. Excellent phone etiquette. Strong written and verbal communication skills. Knowledge of general office procedures. Ability to thrive at work with minimal supervision and to exercise good independent judgment. Ability to obtain information from the public. Ability to print and write legibly. Ability to use mathematics accurately and keep accurate records. Ability to understand and carry out oral and written instructions. Ability to maintain customer and program confidentiality. Ability to accept client situations and problems without imposing one's own standards. Must be able to read, write, and understand English.

Technological Skills:

Proficient in keyboarding and use of I.T. equipment (desktop/laptop computers, printers, etc.) Working knowledge of MS Office software including Word, Publisher, Excel, and Power Point. Strong skills in current software programs (i.e. MS Office – Word, Excel, Power Point or Access) and ability to input data into a computer system. Ability to operate a variety of standard office equipment such as telephone, telephone headset, typewriter, personal computer, photocopier, fax machine, postage meter, scanner etc.

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 functions.*

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 50 pounds of force; work requires speaking and hearing, repetitive motions, frequently requires standing and reaching with hands and arms and occasionally requires sitting, walking, climbing stairs, balancing, stooping, kneeling, crouching, pushing, pulling and lifting. Work requires close vision, ability to adjust focus, color perception and peripheral vision, vocal communication is required for expressing or

exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written computer data, operating machines and observing general surroundings and activities.

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.*

Ability to work under generally safe and comfortable conditions where exposure to environmental factors poses little risk of injury.

Langlade County is an Equal Opportunity Employer. In compliance with the American Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee's signature Date

Supervisor's signature Date

Human Resources Department Date

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