Mid-Iowa Community Action, Inc. Job Description

**TITLE: Bilingual Clinic Data Clerk**

**Reports to: Lead Bilingual Clinic Data Clerk**

**Job Summary**

Contribute to mission and vision of MICA by creating a positive, respectful, and safe environment when working with children, families and agency and community partners. Must be able to present MICA in a positive manner and maintain positive interaction with families and staff. Work and promote a team environment.

Staff WIC/MCAH clinics and office, schedule appointments, complete intake information, determine income eligibility, enter data, and perform other clerical and receptionist duties. Work to increase participation rates at clinics. Responsible for acquiring health information to certify and counsel families in WIC/MCAH programs, and for planning and monitoring health services in accordance with state and federal guidelines and requirements. Also provide follow up including associated data entry. This position will perform duties at multiple worksites with responsibilities for setting up and disassembling work stations at mobile sites. Most travel will be done in an agency van. Use bilingual skills to provide services to non-English speaking families as needed and as approved by the Human Resources department. Provide other support as needed to health services staff. Must know HIPAA regulations and follow all HIPAA procedures. This position must perform regular duties at the assigned worksites.

**Essential Job Functions**

Build and maintain positive relationships with children, families, program staff, and agency and community partners as needed to provide excellent services. General philosophical agreement with the agency mission, commit to the concept of diversity and inherent worth of every individual. Supervisor will provide guidance about specific tasks required of this position for completion on daily, monthly or quarterly cycles.

Compliance

* + - * A staff member with interpreting and/or translation skills will be designated as an Interpreter, a Translator or both based on an assessment done by the Human Resources Department
        + May do oral interpretation of discussions, or provide direct service in specified non-English language if approved as an Interpreter
* May provide written translation of documents and messages into specified language if approved by the agency as a Translator, and only at the direction of the supervisor

WIC

* Schedule appointments
  + Make reminder phone calls for appointments
  + Handle walk-in clients according to agency policy
  + Follow-up on missed appointments by mail and phone
* Determine income eligibility for the WIC Program
* Issue WIC EBT cards
* Explain card usage to new participants
* Take phone messages and answers questions from clients, vendor, and community partners
* Print and if necessary mail termination notices
* On travel days, responsible for loading van with equipment and supplies, and setting up and disassembling work station at mobile site

CH/MH Duties: (As assigned)

* Complete designated parts of MCAH forms at clinic appointments
* Complete follow-up activities, mailings, calls etc.
* Enter TAV information into data system as appropriate
* Must maintain strict confidentiality of participants and families at all times

Documentation and Reporting

* Determine income eligibility for the WIC program
* Complete reports in accurate and timely fashion
* Complete data entry into appropriate databases as required

Team Responsibilities

* Assist with the training and on-boarding of new clinic data clerks
* Attend and participates in staff meetings
* Keep an organized workspace
* Notify team leader regarding the need to order materials or supplies

Develop skills and knowledge related to the position

* Attend necessary WIC training
* Complete all training required by agency
* Acquire and maintains all certifications as required
* Develop proficiency using required databases

**Knowledge, Skills and Abilities**

* Able to read, write and speak the English language; able to speak the specified language
* For oral interpretation - demonstrate a level of proficiency interpreting conversations into specified language, maintaining content, context and style as much as possible
* For written translation – demonstrates a level of proficiency in writing in English and other specified language, including the meaning and spelling of words, rules of composition and grammar
* Commit to continuous learning
* Understanding of the concept of poverty
* Strong teamwork skills
* Strong commitment to achieving results
* Must be able to maintain *strict* confidentiality
* Basic computer skills. Some knowledge of word processing software and ability to learn database software
* Able to work well with low-income and culturally diverse populations
* Able to engage positively with children in a working environment
* High level of interpersonal skills to handle sensitive and confidential information with participant families
* Able to communicate with individuals at all levels of the organization and partner organizations
* Strong verbal and written communication skills, including listening skills
* Excellent organizational skills
* Able to work independently and as part of a team
* Flexible – able to adapt as changes occur
* Strong commitment to accurate and timely record keeping
* Strong ability to think and reason independently, and to make critical judgments within agency and program guidelines
* Above average social and emotional skills that translate into
  + Ability to quickly develop positive relationships with families
    - A calm, composed demeanor when working in a busy clinic

**Working Conditions (Essential physical, mental and emotional demands)**

*The 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 is fulltime non-exempt position typically a 40-hour week Monday through Friday; although, there are regular part-time positions. This position regularly travels with clinic teams to alternative worksites. Travel days may be 9-11 hours long; hours flexed to achieve 40 per week
  + Overtime is rare and must be approved ahead of time
* The person in this position must be able to travel in agency vans to assigned worksites on a regular basis
  + Travel will be in an agency vehicle
  + Driver’s License must be in good standing, as this position must be able to drive agency-owned van
  + Must be able to drive to attend meetings
* The person in this position constantly communicates with children and families, colleagues and community partners, both in-person and on the phone. Must be able to exchange accurate information in these situations
* This position requires constant mental and emotional work
  + Strong ability to think and reason independently, maintain objectivity and to exercise sound judgment
  + Strong interpersonal skills with adults and children
* Able to remain calm, composed demeanor, and effective in a fast-paced, busy, highly active physical, social and emotional environments
* The physical environment requires the employee to work indoors
* In an office space that may or may not be shared
* In itinerant worksites, such as churches
* Must be able to navigate stairs to access some worksites
* The person in this position must be able to travel in agency van to assigned worksites on a regular basis
* Must be able to maintain a calm, composed demeanor in a highly active physical, social and emotional environment
  + Must be able to move about in indoor environment to appropriately interact with the children and parents
* Must be able to observe and recognize staff and participants to accurately complete work
* The person in this position occasionally lifts, carries or otherwise moves and positions objects weighing up to 40 pounds when stocking supplies or arranging the worksite
* Frequent operation of a computer and other office productivity machinery and devices, such as a copy machine, a computer printer, and an IPad or tablet

**Education and Experience**

Required

* High School Diploma or GED/HiSET
* Experience or training in basic computer skills
* Able to speak specified language and demonstrated level of proficiency in reading, writing and speaking the other specified language in order to provide oral interpretation

Preferred

* Demonstrated level of proficiency in reading, writing and speaking the other specified language in order to provide written translation
* Previous interpreting/translating experience

**Candidates offered the position must meet the following criteria**

* Successful completion of all background checks at hire and thereafter according to agency and program standards
* Staff who work in centers that serve infants will be required to have a Tdap immunization per Centers for Disease Control and Prevention (CDC) recommendations
* Provide the agency with a TB assessment at time of hire and every year thereafter

**Other Duties**Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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| Program | Health | Management? (Yes/No) | No |
| Generic title | Bilingual Clinic Data Clerk | FLSA status  Classification | Non-Exempt  Fulltime |
| Pay grade | Band 5 | Revised | May 2021 |
| EEO 1 Category 6 | Administrative Support Specialist |  |  |

**Additional Information**

**EQUAL OPPORTUNITY EMPLOYER**

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Signature of Employee Date