Mid-Iowa Community Action, Inc. **Job Description**

**TITLE: Clinic Data Clerk**

**Reports to: Lead 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. Staffs WIC/MCAH clinics and office, schedules appointments, completes intake information, determines income eligibility, enters data, and performs other clerical and receptionist duties. Works 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 provides 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. Provides 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.

**Summary of Essential Job Functions**

Build and maintain positive relationships with children, families, program staff, and agency and community partners as needed to provide excellent services.

Compliance

WIC

* Schedules appointments
  + Makes reminder phone calls for appointments
  + Handles walk-in clients according to agency policy
  + Follows up on missed appointments by mail and phone
* Determines income eligibility for the WIC Program
* Issues WIC EBT cards
* Explains card usage to new participants
* Assists dietitian with second nutrition education classes in scheduling and making education materials available
* Takes phone messages and answers questions from clients, vendor, and community partners
* Prints and if necessary mails termination notices
* Orders FOCUS supplies for WIC
* On travel days, responsible for loading van with equipment and supplies, and setting up and disassembling work station at mobile site

MCAH Duties: (as assigned)

* Completes designated parts of TAV forms at clinic appointments
* Completes follow-up activities, mailings, calls etc.
* Enters TAV forms information into data system as appropriate
* Must maintain strict confidentiality of participants and families at all times
* Must know HIPAA regulations and follow all HIPAA procedures

Documentation and Reporting

* Determines income eligibility for the WIC program
* Completes reports in accurate and timely fashion
* Completes billing forms at clinic appointments
* Completes data entry into appropriate databases as required
* Notes abuses and sends out appropriate violations

Team Responsibilities

* Assists with the training and on-boarding of new clinic data clerks
* Attends and participates in staff meetings
* Keeps an organized workspace
* Notifies team leader regarding the need to order materials or supplies

Develop skills and knowledge related to the position

* Attends necessary WIC training
* Completes all training required by agency
* Acquires and maintains all certifications as required
* Develops proficiency using required databases

**Knowledge, Skills and Attitudes:**

* Able to read, write and speak the English language
* Committed to the concept of diversity and the inherent worth of every individual
* Dedicated 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
* Good math skills. Able to calculate income eligibility, cooking measurements, caloric intake
* Ability to work well with low-income and culturally diverse populations
* Ability to engage positively with children in a working environment
* High level of interpersonal skills to handle sensitive and confidential information with participant families
* Ability 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
* Ability to work independently and as part of a team
* Flexible – able to adapt as changes occur
* Strong attention to detail
* 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
  + the 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.*

* + Generally 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
  + 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.
* 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
  + Ability to remain calm and effective in a fast-paced, busy environment
* 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
* Must be able to drive to attend meetings
* Occasionally lifts, carries or otherwise moves and positions objects weighing up to 40 pounds when stocking supplies or arranging the worksite.
* Frequently operates a computer and other office productivity machinery and devices, such as a copy machine, a computer printer, and an IPad or tablet.

**Education & Experience**

**Required:**

* High School Diploma or equivalent
* Experience or training in basic computer skills

**Other:**

**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
* Must have a pre-employment TB assessment, and every year thereafter, to prove ability to perform work duties

**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.

Additional information

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| --- | --- | --- | --- |
| Program | Health | Management? (Yes/No) | No |
| Generic title | Clinic Data Clerk | FLSA status | Non-Exempt |
| Pay grade | BAND 6 | Last revised | October 2019 |
| EEO 1 Category 6 | Administrative Support Worker |  |  |

**EQUAL OPPORTUNITY EMPLOYER**

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Signature Date