

CLINICAL SERVICES ASSISTANT (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS:

This is an entry-level position responsible to provide routine health services information to the Community in Spanish and English. This position will assist staff with preparing and stocking examination rooms, assisting with record keeping for laboratory testing and results, assisting with intake procedures including preparing charts for daily clinics, and interpretation of patient teachings in both Spanish and English provided by staff. Direct and general supervision is received from a higher level supervisor. Supervision over the work of others is not a normal function of this position.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does preclude assignment of activities not listed which could be reasonably expected to be performed by an employee in this title.

1. Answers phone calls from the general public on a wide range of public health issues;
2. Reviews the clinic schedule, prepares the examination rooms and equipment, maintains patients' charts and files including printing all labels and requisitions;
3. Provides intake services in Spanish and English at the clinic when needed;
4. Assists with maintaining accurate logs/documents for laboratory testing and results including quality assurance;
5. Through guidance of the clinic staff, may translate medical terminologies, tests, treatments, and assist with patient teaching in Spanish;
6. Makes appointments and arranges medical transportation for patients at the direction of a higher level supervisor;
7. Assists with financial preauthorization forms related to pharmaceutical protocols;
8. Assists clinic staff with outreach screening testing;
9. Maintains and conducts inventory of clinic supplies, equipment and medication as directed by higher-level staff;
10. Logs intake transactions, collects patient fees related to billable services, issues receipts for payments, and may perform data entry as appropriate;
11. Participates in the implementation of the tuberculosis control program which will include pick-up and delivery of medications to patients, and direct observation therapy;
12. Assists with transportation of vaccine under the supervision of a higher-level supervisor.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of medical office practices necessary for interacting with staff and the public, processing work flow, and filing and retrieving information;

Ability to work effectively with patients;

Ability to complete a variety of medical forms including patient charts and insurance forms;

Ability to follow oral and written directions;

Ability to work, read, write and converse in Spanish and English;

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

CLINICAL SERVICES ASSISTANT (SPANISH SPEAKING) (Cont'd)

MINIMUM QUALIFICATIONS:

- EITHER: (A) Associate's degree and one (1) year of full-time work experience in a health clinic which involved public contact;
- OR: (B) Graduation from high school or possession of a high school equivalency diploma and two (2) years of full-time work experience in a health clinic which involved public contact.

SPECIAL REQUIREMENT:

1. Candidates must be fluent in understanding, speaking, and translating Spanish.
2. Possession of a valid Driver License to operate a motor vehicle in New York State at time of application and to maintain the position.

ADOPTED: 8/23/18

REVISED: 11/12/19