



Boone County Health Department

Public Health
Prevent. Promote. Protect.

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The mission of the Boone County Health Department is to protect and promote health in Boone County.

JOB DESCRIPTION

GENERAL INFORMATION:

Job Title	Bilingual Health Center Intake Associate
Working Job Title (if different)	Central Intake Staff
Department	Health Center
Revised Date	October 2022
Reports To	Clinical Supervisor
FLSA Status	Non-exempt
General Schedule (GS) Pay Designation	GS-4

GENERAL SUMMARY:

Promotes and supports population health by providing a variety of clerical, administrative and technical support services such as basic bookkeeping, recordkeeping, and providing specialized, technical, program, or Boone County Health Department (BCHD) specific information to internal and external customer. Performs a variety of functions such as: answering phones; scheduling appointments; interviewing internal and external customers to establish services needed, establishing and maintaining data files and billing insurance companies.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Under general supervision and/or as part of various workgroups and teams, the Intake Associate performs the following functions within the overarching framework of BCHD's provision of the core functions and essential services of Public Health:

Public Health Sciences:

- Provides specialized and/or technical Department and Program specific information that requires limited interpretation of established policies, procedures and other relevant sources to internal and/or external customers over the telephone, in writing and/or in person.
- Schedules appointments, registers, and completes intake for all clients in all programs at BCHD.
- Establishes, maintains, codes, modifies, tracks and/or retrieves information and compiles data that may require information searches through files; enter, obtain and/or verify information.
- Completes daily beginning and end of day tasks such as monitoring and recording refrigerator temperatures for IMMS program, tidying and stocking clinic visit rooms, securing money envelopes and receipts, and retrieving and filing patient charts.
- Interviews internal/external customers to establish program documentation and/or identify services needed
- Cross-trains in all intake competencies, including Environmental Center, and is able to provide appropriate intake services to visitors
- Maintains, inventories, orders, collects and distributes supplies and/or equipment.

Community Divisions of Practice:

- Under general supervision, prepares Public Health documents and reports.

- Assigns and distributes WIC EBT cards, issues benefits when appropriate.
- Assists WIC clients with setting up app, provides food list and answers questions as appropriate

Leadership and Systems Thinking:

- With general supervision, manages projects that support Public Health interventions.
- Adheres to Occupational Safety and Health Administration standards relevant to job duties, such as exposure to blood borne pathogens.

Policy Development and Program Planning:

- Under general supervision, researches and summarizes specialized or technical information from varied sources.
- Assists Departmental Outreach Coordinator in completing phone intake process for new families, creating new client charts, and making reminder phone calls for clinic appointments.
- Assists clinic staff in rescheduling/rearranging client load as needed.
- Assists Maternal Child Health Coordinator with Beginning and End of Day Cornerstone Reports.
- Tracks and monitors WIC health online and the WIC/Clinic email inbox.
- Provides administrative and technical/clerical support to department activities related to development and implementation of community health assessment, policy development, and implementation activities.
- Adheres to ethical principles in the collection, maintenance, use, and dissemination of data and information.
- Maintains, updates, and uses computerized data management systems to improve program operations.
- Collaborates in the development of and provides clerical/technical and administrative support to departmental quality improvement, performance management, and evaluation activities. Provides recommendations to improve departmental clerical efficiency.

Communication and Cultural Competency:

- Answers telephones; screens calls, responds to inquiries and/or refers callers to appropriate agencies or departments/divisions. Takes and forwards accurate messages to the staff.
- Processes mail and email by attaching related correspondence and responding to mail when appropriate; and identifies priority and/or time-sensitive matters.
- Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations, lifestyles and physical abilities.
- Translates written documents and correspondence between English and Spanish.
- Adheres to ethical principles and BCHD policy in the collection, maintenance, use, and dissemination of data and information.

Financial Planning and Management:

- Performs all administrative, technical/clerical activities related to department and/or program purchasing according to departmental policies and procedures.
- Performs light to moderate numerical calculations involving cashiering, reconciling accounts; electronic claims submission, program billing, and/or other applications.
- Records client's financial transactions daily and submits all generated income to the departmental director.

- Assists coordinators, director, and administrator in preparing for external and internal audits.
- Adheres to federal, state and county fiscal requirements.

Other Duties Include:

- Performs Public Health emergency response duties as assigned and consistent with job classification and training provided, in response to threats to the public’s health, such as National Incident Management System (NIMS)/Incident Command System (ICS) 100, 200, and 700.a certification.
- Participates in department and community emergency response training and drills in support of disaster preparedness consistent with job classification.
- Performs intake duties assigned to seasonal clinics including Flu Clinics and School Physical Clinics.
- Assumes responsibility for own professional growth and development by pursuing education and contributing to a work environment where continual improvements in practice are pursued. Attends and participates in staff meetings. Provides recommendations to improve department clerical efficiency.
- Performs other duties as assigned consistent with job classification.

BEHAVIOR EXPECTATIONS:

- Treats others with courtesy and respect in all interactions.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

Education, Licensure, Certifications, Experience:

- High School Diploma or general education degree (GED). One (1) to three (3) months related experience and/or training involving computers, software, accessories and/or accounting.
 - OR equivalent combination of education and experience.
- Bilingual candidates in Spanish/English preferred.
- Valid Illinois driver’s license, current certificate of vehicle insurance, and access to reliable transportation.
- CPR certification strongly recommended but not required.

Knowledge and Skills:

- Knowledge of the core functions and essential services of Public Health.
- Knowledge of proper English grammar, usage, reading, and spelling. Critical thinking skills required. Ability to effectively present information in one-on-one and small group situations.
- Knowledge of action tracking on specific work assignments or other items related to work position.
- Keyboarding skills. Ability to type 45 words per minute.
- Demonstrates ability to apply commonsense understanding to carry out instructions in various forms.
- Oral and written communications skills with personnel and the general public.
- Customer service skills - in person and via telephone (discretion, patience, etiquette, professionalism).

Due to the need for all Health Department personnel to respond to Public Health emergencies, the employee must be assessed for his/her ability to meet the physical demands of performing the following activities:

- Must be able to be fitted and wear NIOSH 95 mask.

- Engage in the following movements: Climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping, feeling, writing, and repetitive motions. The employee is frequently required to stand, walk, and sit. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds.
- Hearing ability sufficient enough to communicate with others effectively in person and over the phone.
- Visual ability must be sufficient enough to read typewritten documents, computer screens, and drive a car.

If unable to demonstrate these abilities based upon a standardized, objective assessment performed by external occupational health professionals, all reasonable accommodations will be made, in compliance with the Americans with Disabilities Act and other applicable Federal and Illinois law.

WORKING CONDITIONS WHILE PERFORMING ESSENTIAL FUNCTIONS:

General office setting in health department facilities, as well as occasionally in community sites including clients’ homes and workplaces.

Work performed in the community is sometimes subject to conditions that range from inclement weather to dangerous conditions such as snow/ice, cold, heat, noise, wetness/humidity, vibration, sudden temperature changes, and poor illumination at the job site or due to travel on the job. Travel to and from field locations may subject worker to increased risk of driving hazards. Community locations may subject worker to communicable diseases, insects and other disease vectors, toxins, hazardous materials, chemicals and animals.

The staff member may be required to travel to attend job-related conferences, training, or go to other departments. The staff member must be able to work well, perform, and complete duties under stress, deadlines, and while attending to multiple duties at once. The staff member must follow all county and department policies, goals, and objectives. The noise level in the work environment is usually moderate.

In all settings, employees in this classification may occasionally need to relate to members of the public who exhibit challenging, atypical, or hostile behaviors and/or communication.

EQUIPMENT USED TO PERFORM ESSENTIAL FUNCTIONS:

Including, but not limited to computer, fax, copier, calculator, multi-line telephone and personal or county vehicle.

REPORTING STRUCTURE:

Title of Immediate Supervisor:	Clinical Supervisor
Titles of any others this position reports to:	Director of Departmental Operations and Public Health Administrator
Titles of those who directly report to this position:	This job is not supervisory in nature. May provide guidance and training to new staff and/or interns as applicable.

Blood borne Pathogen Risk Code: None __ Low X Medium ___ High ___