

The SHOSHONE-BANNOCK TRIBES

FORT HALL INDIAN RESERVATION
P.O. Box 306
Fort Hall, ID 83203



HUMAN RESOURCE DEPARTMENT

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JOB ANNOUNCEMENT

TITLE: Front Desk
DEPARTMENT: Tribal HRSA/Shoshone-Bannock Health Center
SALARY: (\$17.10 – \$19.98) Grade 9-10/ Step 1-3
OPENS: April 15, 2024
CLOSES: April 26, 2024
CAREER STATUS: **NON-EXEMPT** – Conditional upon successful 90-day probationary evaluation and annual budget appropriations.

Attach ALL supporting documents, including: Tribal enrollment, honorable discharge, educational attainment, professional certification, license, and other relevant documents to verify eligibility for job qualifications and preference. INCOMPLETE APPLICATIONS MAY BE SCREENED OUT.

GENERAL PURPOSE:

The Front Desk staff member is responsible to manage the flow of patients in and out of the Health Center. Front Desk staff works closely with the Health Center's Business Office and Medical Staff. The incumbent must work independently with minimal supervision to ensure timely, accurate, and efficient work flow. Individual will be expected to conduct numerous tasks at the same time, and possess a high level of professional interaction. This is a full time, flexible hours position.

SUPERVISOR:

Incumbent will be supervised and evaluated by the Director, who will define objectives, priorities, and deadlines relating to program functions.

DUTIES AND RESPONSIBILITIES:

MUST MAINTAIN STRICT CONFIDENTIALITY OF ALL INFORMATION PROCESSED THROUGH THE DEPARTMENT INCLUDING RECORDS, REPORTS, DOCUMENTS, CONVERSATIONS, ETC. A breach of confidentiality will be subject to appropriate disciplinary action, up to and including termination from employment.

Confidentiality will include, but not be limited to making sure patient files are kept locked, patient information is not discussed outside of confidential areas.

Will type patient related documents, responding to telephone inquiries, sending faxes, work orders which requires follow up to make sure needed information was shared or work completed. Will use an understanding

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of medical offices and provider/medical assistant teams to direct inquiries, enhance information needed by staff, and ensure timely processing of patients as much as possible.

Incumbent will work regularly with the Business Office and any contractors to ensure accurate insurance records in patient files. Will perform Urine Analysis (one of a team of individuals) and will keep fax logs.

Incumbent will check patients in, go over their check in paperwork including the business office check in sheet with all insurances, contact information, employer, etc. Will also make sure the provider team check in sheet is completed reviewing medications, symptoms, supplements, etc. Will assist the patient as needed to complete the paperwork and make sure relevant information to their care is included in their paperwork. Will check insurances and verify coverage of the most common insurances used. Will follow up with patient for any missing paperwork, insurance cards or ID cards.

Will pull patient charts upon patient check in, verify the information in the chart is current, obtaining new information as needed, and if a new patient will review the patient packet for completeness and information the provider team might need highlighted.

Will manage patient flow and maintain a pleasant demeanor with public as the first individual most patients encounter during their visit. Will work to diffuse patient issues and conflicts.

Makes appointments for patients as needed, checking to see if records must be gathered from other health care providers, check patient chart for any information that needs to be updated all prior to the appointment. Pull any required paperwork for the appointment for the provider team and patient.

Will prepare charts for the next day, in particular vaccination days, ensuring all documents are complete and ready for the provider team. Will make reminder phone calls to patients regarding appointments.

Files patient charts, keeps records of information that will be needed later independent of the charts, remaining HIPAA compliant. (examples: patient count, vaccination counts, testing counts) Will maintain a spreadsheet of all current patients in secure folder provided by IT.

Makes sure that all front desk helpers (temps, National Guard, Business Office detailed to front desk) have up to date forms and information for patients. (examples: schedules, appointment days/times for specialty services, vaccinations)

Regularly cleans and disinfects the front desk area, keeping a clean workspace and patient foyer. Will vacuum as needed, particularly on the weekend when facilities staff is not available. Keeps all documents free from cross contamination, and shred documents not needed at the end of the day.

Communicate patient/client information to staff in a highly confidential manner. Communicates with staff and patients in a positive manner. Must take regular training related to privacy and security, including HIPAA. Will assist the program in accreditation processes, onsite review processes, as well as any other pursued certifications.

Performs other duties as assigned. The incumbent must demonstrate teamwork and a willingness to do tasks otherwise not listed in the job description ("other duties as assigned").

Accepts payments from patients at time of service, according to accounting processes.

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Knowledge, Skills, and Abilities:

Must be able to work independently and handle multiple tasks at the same time and adapt quickly to changes.

Must possess strong interpersonal and organizational skills and have excellent verbal/written communication skills. Maintain open and direct communication with program manager and staff.

Must have excellent computer skills (Windows and Excel) and have understanding of spreadsheets.

Knowledge of medical office procedures, specifically those related to operating a Community Health Center.

Must follow the Tribal records management policy and other record policies related to program functions and demonstrate the ability in interpreting and applying laws, regulations, resolutions and policies.

Standards and Evaluation Factors:

- Maintain dependable attendance and reliability
- Self-starter, completes tasks in a timely manner, and must possess ability to work independently with little or no supervision
- Projects a professional attitude and appearance
- Understands and abides by the program policies and procedures
- Conduct brings credit to the program and Tribes
- Works as a team member displays high level of effort and commitment to customer service
- Uses self-initiative to assist with all aspects of service provision
- Provides quality services, shows understanding, friendliness, courtesy, cooperation, and politeness to all job contacts
- Actively participates in self-study, formal training, and proficiencies in human services
- Demonstrates a commitment to THHS continuous quality improvement policy

QUALIFICATIONS:

Minimum Educational and Experience Qualifications (Grade 9 – Negotiable):

High school Diploma or GED with a minimum of two-years experience working with individuals with medical needs preferably medical front desk or related experience and where independent judgment is evident.

Preferred Educational and Experience Qualifications (Grade 10 – Negotiable):

High School Diploma or GED with a minimum of six-years experience working with individuals with medical needs preferably medical front desk or related experience and where independent judgment is evident.

Additional Qualifications:

This position requires a highly functioning individual to meet the demands of the patient/client service program. Must possess strong interpersonal and organizational skills and have excellent verbal/written communication skills.

Must be computer literate in spreadsheets and word processing and be able to type efficiently.

Must have initiative, be self-motivated and independent and be able to plan and organize work using one's own initiative or seek information and assistance from other sources as necessary.

Must have an understanding of Community Health Clinics.

Must demonstrate a high level of personal conduct and trust consistent with sensitivity and confidentiality this position requires.

A criminal background check will be conducted. Permanent employment status will be contingent upon the results of the Criminal background.

Employment history must prove creditability and dependability.

Applicants with knowledge of the Privacy and Freedom of Information Act and other laws applicable to the position are preferred.

Qualified Shoshone-Bannock Tribal Member/Indian and Veterans Preference will apply in compliance with the Shoshone-Bannock Tribes Personnel Policies and Procedures Manual.

IMPORTANT APPLICATION CRITERIA

Instructions: You must turn in all supporting documents to be eligible for this position you are applying for.

A complete application must be submitted to the Shoshone-Bannock Tribes Human Resource Department, P.O. Box 306, Fort Hall, Idaho 83203. Applications can be found online at www.sbtribes.com. Applications can be sent via email to recruitment@sbtribes.com or faxed to 208-478-3950 and are accepted until 5PM on the closing date.

Submit a copy of all supporting documents to be eligible for the position you are applying for. For example: Driver's License, Tribal ID, High School Diploma/GED, Degree or professional credentials, and other supporting documents that verify required qualifications.

Telephone calls are not accepted in place of an employment application or letter of interest.

Applicants who have a current application on file, please submit a letter of interest for each position in which you want to be considered for. The letter should address how you meet each qualification.

Preference will be given to Shoshone-Bannock Tribal member applicants who provide a copy of their tribal enrollment card. Non-enrolled members and other Indian tribal members must provide a Certificate of Indian Blood (CIB) to receive preference.

Preference points will also be given during the interview process to veterans who provide documentation of a DD-214.

Applicants being considered for employment or a political appointment must submit to a pre-employment alcohol and drug screen prior to being hired or appointed. Refusal to take the test will render the applicant ineligible for employment or political appointment.

The Shoshone-Bannock Tribes will conduct an employment background check on new employees to ensure suitability for the position applied for.