JOB DESCRIPTION

POSITION: Executive Assistant (Clinical Services)
REPORTS TO: Chief Medical Officer
DEPARTMENT: Administration
TIME/STATUS: Full-time, Regular, Non-Exempt
BENEFITS: Full
UNION: No

POSITION SUMMARY

Under the direct supervision of the Chief Medical Officer, the Executive Assistant (Clinical Services) is the lead administrative support for the office of the CMO and consequently, for the Clinical Services division at large. This dynamic role requires an individual who demonstrates a professional demeanor at all times and exemplifies TVHC’s “patient centered” ideals, with particular strengths in confidentiality and ethical response in all interactions. The Executive Assistant serves as the main point of contact in questions of operations, supply ordering, scheduling, provider meeting coordination, and as an overall strong liaison between the office of the CMO and staff working on the clinic floor (i.e. providers, mid-levels, nursing, medical records, referrals, medical assistants, etc). In this role, the Executive Assistant must keep informed of all clinical and personnel policies/procedures so as to direct other administration clerical staff in the proper handling of patient and staff queries. The Executive Assistant responds to everyday requests from designated Management personnel, while maintaining a strong administrative grasp of on-going tasks related to the general operations of the Clinical Services division and staff. The position strikes a balance between clerical/administrative excellence and the ability to act with diplomacy, tact, and ethics in a community-based healthcare setting.

DUTIES AND RESPONSIBILITIES

1. Types all necessary correspondence, documents and reports for the Chief Medical Officer, Associate Medical Officer; handles highly-sensitive and confidential clinical and administrative information in a professional and exemplary manner.

2. Provides general administrative support to Chief Medical Officer, Associate Medical Officer and all providers (creating forms, typing, copying, faxing, etc.).

3. Attends records and prepares minutes for all Providers’ meetings; makes arrangements and prepares necessary materials for meetings at request of Chief Medical Officer or Associate Medical Officer and ensures the demands are materialized.

4. Makes primary contacts, follow-ups, and related activities coinciding with recruitment and contracting of independent consultants, vendors, or other external collaborators; responsible for logistics of the interview process, in collaboration with the Human Resources department, for all prospective clinical services staff.

5. Assists the Chief Medical Officer, Associate Medical Officer or designee in creating and distributing Provider schedules and Call schedules, including any revisions as necessary.

6. In collaboration with the Human Resources department is responsible for the credentialing of all new providers; ensures all clinical requirements for providers (certification, licensing, DEA, etc.) are up-to-date in each provider’s Personnel file.
7. Assists the CMO with highly detailed tasks requiring clear focus and follow-through, including organizing/creating binders, setting up meetings, creating/maintaining schedules, booking conferences, interviews and travel arrangements.

8. Completes all applications for Physician UPIN and MediCal numbers, mal-practice insurance (including initial applications and deletions), mid-level supervisory certificates, and other related documentation as necessary.

9. Assures all providers (current and prior) submit timely applications for “Meaningful Use”, including initial registration and recertification. Follows established guidelines and performs detailed tracking of providers in the “Meaningful Use” program. Conducts follow-up contact with providers, Alameda Health Consortium and other CHC contacts for the purpose of confirming funding.

10. Responsible for the handling of all Clinical Services employee requests requiring Chief Medical Officer signature, including (but not limited to) Medical Educational Leave, Uniform Allowance, Vacation/Sick Leave, and bi-weekly Timesheets.

11. Takes appropriate minutes of said meetings, transcribes them, and arranges for reproduction and filing of said minutes.

12. Compiles, types, reproduces and distributes data, for weekly/monthly/quarterly/annual reports.

13. Helps the CMO with monthly Board Reports and any other related reports.

14. Responsible for maintaining updated forms library for the Clinical Services provider staff, including accessing medical literature through the use of ‘MD Consult’.

15. Assists the Chief Medical Officer in developing and maintaining forms utilized by the Clinical Services division at all clinical sites.

16. Trains all Registration Services support staff in telephone etiquette, document flow, and confidentiality of information.

17. Helps with any clinical related complaints from the patients, identifying, responding and resolving the problem by working with the management team. Utilizing guidelines established by the Director of Corporate Compliance and Quality, ensures proper documentation and tracking of patient complaints is performed.

18. Assists CMO with clinical supplies and Purchase orders.

19. Responsible for preparation of orientation schedule for all new providers.

20. Acts as back-up to the Executive Assistant.

21. Performs all work to meet or exceed Service Excellence Standards of TVHC, Inc

22. Performs other related duties as required.

EDUCATION AND EXPERIENCE

1. High School graduate, or equivalent. AA degree in healthcare related field preferred or equivalent experience.

2. Minimum 5 years previous administrative experience, with work history demonstrating attaining positions of increasing responsibility and with some role in executive support, preferably in a healthcare setting.

3. Well developed verbal and written communication skills in English required; comparable skills in Spanish highly desirable, but not required.

4. Knowledge of basic math and modern office procedures.
5. Intermediate to advanced computer skills including experience with word processing and spreadsheet software required.
6. Ability to work well under pressure and multi-task with minimal supervision.

**QUALIFICATIONS**
1. Understands the importance of maintaining confidentiality; able to maintain strict confidentiality standards.
2. Thorough knowledge of medical terminology.
3. Excellent organizational abilities.
4. Excellent attention to detail.
5. Excellent oral and written communication skills, including grammar and punctuation skills at level to produce highest-quality written documents.
6. Able to work some evenings, in order to meet with Board of Directors and attend other related clinic events.
7. Knowledge in Managed Care, preferred in health care setting.
8. Have valid California Drivers License, auto insurance, and accept travel assignments on the job as needed directed by the program.
9. Ability to effectively manage support staff.
10. Demonstrate a high degree of tact and diplomacy.
11. Minimum 55 wpm typing speed.

Approved__________________________________ Date____________________

Chief Executive Officer

Approved__________________________________ Date____________________

Board of Directors

I have read the above job description and agree to perform the responsibilities as described above. I understand that this job description is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities required of personnel as classified.

________________________________________ Date____________________
Employee Signature

________________________________________
Print Name

P:HR/JOBDESC/EXECAST