



POSITION DESCRIPTION

Position Title	Administrative Support Assistant
Department	Administration
Reports To	Health Administrative Operations Manager

Job Grade	E	Schedule: Full Time
Effective Date	May 2019	Benefitted

Position Summary

Assists in providing daily administrative support to Administration and various other Departments throughout Yellowhawk. Duties will include assisting with planning, promotion and implementation of programs, educational and community events, performing secretarial duties, research, gathering necessary information/data and assisting in all aspects of planning events, among others. All duties and responsibilities will be performed in accordance with the Yellowhawk Mission and Vision statements.

Essential Duties:

Provides back-up to the Health Administrative Operations Manager and provides administrative support to the Yellowhawk Health Commission by setting up meetings, preparing agendas and meeting packets.

Attends Health Commission meetings, prepares and distributes minutes as appropriate.

Uses information technology to collect, store and retrieve data and participates in program planning processes and report preparation.

Types a variety of correspondence, prepares a variety of spreadsheets and performs other clerical and routine office tasks for various departments.

Serves as a departmental backup, office assistant, or receptionist, particularly in Optometry and Behavioral Health, but may include other departments as appropriate; performing temporary assignments to help support staff functions, to include but not limited to answering phones, scheduling appointments and providing excellent customer service. Cross training in various departments will be required on an as needed basis.

Provides support to the Communications Manager in conveying public health information using a variety of approaches (Facebook, Yellowhawk website, programing pamphlets & brochures, print and radio advertisement).

Communicates in writing and orally, in person, and through electronic means, with linguistic and cultural proficiency.

Adheres to, employs and ensures ethical principles in the collection, maintenance, use, application and dissemination of data and information. Incorporates ethical standards of practice as the basis of all interactions with Yellowhawk staff, organizations, communities, and individuals.

Coordinates the activities and operations of all official Yellowhawk committees related to employee satisfaction. This includes budget administration for the committees, ensuring all employee groups are represented, and that all committees have current bylaws. Performs related duties necessary to ensure a high-functioning committee program.

Recognizes the role of cultural, social and behavioral factors in the accessibility, availability, acceptability and delivery of public health services.

Uses individual, team and organizational learning opportunities for personal and professional development.

Participates in the continuous improvement of organizational performance.

Acts as the backup to Property Shipping & Receiving and reviews, sorts and distributes mail as needed.

Other Duties:

Other duties as assigned.

Knowledge, Skills and Abilities:

Requires strong organizational skills and experience.

Understanding of computer software for documentation and written reports is required. Due to the complexity of the work and various programs being worked in, must be highly organized, proficient in Microsoft Word, Excel to meet the needs of the various programs.

Be knowledgeable of procedures and operations of a medical/behavioral health office setting and able to interact with patients, families and staff in a courteous and professional manner.

Knowledgeable of Indian customs, traditions and culture.

Ability to take minutes and transfer to written copy to convey necessary information to those attending.

Familiarity with HIPAA regulations that protect and ensure client privacy.

Requires a high level of confidentiality and sound judgment, especially in working with the Commission.

Typical Physical Demands:

Requires long periods of standing, walking up to 3 miles, assisting with educational and community events, sitting for long periods of time, occasional bending, stretching & lifting or moving 20 pounds. May require contact with individuals with communicable diseases or difficult patients. Periods of stressful working conditions may be required (such as deadlines, planning & implementing large activities).

Typical Working Conditions:

The work is performed in a variety of settings including office, kitchen and outdoors in various weather conditions.

Other Aspects of the Position:

Requires occasional weekend and/or evening work. Normal hours are from 7:30 to 4:00, M-F. May require travel for training and meetings.

Requires all duties to be performed with CTUIR cultural sensitivity.

Regular schedule will be primarily during clinic hours, but some evening and week-end work may be required with special presentations or programs.

Represents Yellowhawk with a respected and viable presence in the community.

Minimum Qualifications:

Associate's degree in Office Administration with three (3) years progressively responsible experience to the work of this position. **OR**

One (1) year college with administrative or business courses with four (4) years progressively responsible experience to the work of this position. **OR**

High school diploma or equivalent, with six (6) years progressively responsible experience to the work of this position.

Must possess a valid driver's license and maintain insurance requirements to operate General Services Administration vehicles.

Must submit to and pass a reference and criminal background check and a pre-employment drug and alcohol screening.

Preferred Qualifications:

Prefer experience working with QI and familiarity with policy development and interpretation.

Yellowhawk gives preference to applicants in the following order:

- CTUIR-enrolled Tribal members
- Other federally-recognized tribal members
- Military personnel who have been honorably discharged
- All other applicants

The success of the Yellowhawk Tribal Health Center delivery of health care services, business operations and reputation are built on the principles of our employees' fair and ethical conduct. Our reputation for integrity and excellence requires careful observance of the terms of the Centers contracts with funding agencies, the Personnel Policies and Procedures Manual, and the spirit of all applicable laws and regulations, as well as the adherence of the Yellowhawk employees to the highest standards that govern their professions, conduct, performance and personal integrity. All duties and activities will be performed in keeping with the mission and vision of Yellowhawk Tribal Health Center.

Approved by:

Date

I acknowledge that I have read and understand the duties and responsibilities of this position description.

Signature

Date