

Hospice of Southern Maine

Position Description

Title:	Team Assistant	Reports to:	Clinical Nurse Manager
Primary Location:	Home Program/Main Office	FLSA Class:	Non-Exempt
Supervises:	None	Effective Date:	03/2023

Position Summary:

The Team Assistant position is a highly interactive role that promotes quality patient care, efficient workflow, and effective inter-agency communications by providing comprehensive administrative support to the clinical teams. This position is primarily responsible for answering and handling inbound calls; ordering, receiving, and maintaining inventory of medical and office supplies; greeting and directing vendors and other visitors; communicating and collaborating with field staff, colleagues from other departments, and external partners and vendors; maintaining and disseminating clinical reports and other team communications; and ensuring excellent customer service in all activities performed.

Qualifications:

1. Education: High School Diploma (or equivalent).
2. Minimum 1 year experience in a medical office or other clinical setting required. Experience with electronic medical records (EMR) required. Minimum of 1 year of customer service experience required. Proficient administrative skills including typing, filing & answering, phones, faxing, and using other office equipment required. Strong working knowledge of Microsoft Office including Excel, Word, and Outlook required. Experience using dual monitors and working efficiently across multiple applications and programs required. Comfort with technology and ability to learn new systems and processes required. Basic skills in SharePoint, Teams, and PowerPoint a plus. Experience taking meeting minutes preferred.
3. License/Certification: Valid driver's license with an automobile that is insured in accordance with state and/or agency requirements and is in good working order.

Essential Duties & Responsibilities:

1. Collaborates, coordinates, and communicates with all members of the interdisciplinary care team and with other departments to ensure continuity of care for patients and families.
2. Promptly answers incoming phone calls and either handles or transfers to appropriate department.
3. Greets and directs vendors and visitors.
4. Performs diversified administrative duties to support the clinical teams including but not limited to copying, printing, faxing, and scanning; electronic document management; assembly of charts, mailings, and admission packets; and other needs as they arise.
5. Performs inventory management tasks of medical supplies including ordering, receiving, and organizing supply areas.
6. In conjunction with the Executive Assistant/Office Manager, orders, receives, sorts and stocks office supplies including, but not limited to paper, toner, letterhead, envelopes.
7. Arranges for delivery, pick up, and service calls for patient supplies and Durable Medical Equipment.
8. Maintains and disseminates standardized reports in support of interdisciplinary team functions and clinical quality improvement projects.
9. Assists clinical managers with calendaring, room set-up, meeting preparation, and taking minutes.
10. Assists co-workers with copiers and fax machines; troubleshoots as able; escalates service issues as appropriate.

11. Enters and maintains patient information in an electronic medical record (EMR) per agency policy and procedure.
12. Cross-trained to provide back-up support to other clinical areas including Scheduling Coordinator and Access.
13. Performs other duties as assigned to support the agency.

Other Job Functions:

The following is a list of responsibilities of this position but is not intended to cover other related duties that this position may be required to perform from time to time.

1. Protects the patients' right to privacy and the confidentiality of patient and business records and information.
2. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries.
3. Demonstrates understanding of hospice philosophy.
4. Demonstrates understanding of team approach and communication.
5. Contributes to positive atmosphere; demonstrates positive interactions with all internal and external customers.
6. Demonstrates ability to be a productive team member.
7. Provides timely and appropriate response to internal and external customer needs.
8. Participates in meetings and quality assurance and program improvement activities as required and necessary.
9. Offers suggestions to improve policies, procedures, and services in appropriate manner and time.
10. Demonstrates knowledge and support of agency's safety and OSHA policies. Demonstrates use of safety judgment on a case-by-case basis. Utilizes proper body mechanics and safe working techniques and reports unsafe environments/practices to supervisor in a timely manner.
11. Demonstrates understanding of HIPAA Privacy Standards and related Agency policies.
12. Acts in a manner consistent with the Code of Conduct outlined in the Agency's Corporate Compliance Program.
13. Demonstrates understanding and compliance with agency policies, including but not limited to, professional boundaries, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.

Required Skills, Abilities and Knowledge:

1. Reliable, flexible, self-motivated and self-directed.
2. Ability to stay calm and effective during times of stress. Ability to effectively communicate verbally and in writing.
3. Ability to assume responsibilities and work independently on a variety of projects, and to make decisions within the scope of practice.
4. Ability to respond well to supervision and to work independently when appropriate.
5. Ability to work well in settings presenting diverse physical conditions and sociocultural environments.
6. Excellent time management and organizational skills to manage multiple tasks and meet deadlines.
7. Ability to focus on detail and demonstrate accuracy.
8. Ability to adapt to changing Agency priorities.

Physical Requirements:

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.		X	
21-35 lbs.	X		
Carry		X	
Push or pull		X	
Climb	X		

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Reach			X
Stoop or bend		X	
Crouch		X	
Kneel		X	
Handle or feel		X	
Talk			X
Hear			X
See			X
Sit, walk, stand			X
Distinguish smell/temperature	X		
Exposure to blood borne pathogens and infectious disease	X		
Exposure to hazardous materials	X		
Repetitive Motion			X

Visual Requirements:

1. The employee deals with office and/or medical equipment at or within arms reach.
2. Must be able to see to drive and review computer and paper documents.
3. Must be able to type to perform basic job responsibilities.

Mental Requirements:

Requires the ability to plan and perform a wide variety of duties requiring general knowledge of policies and procedures. Requires judgment to work independently toward general results, devising methods, modifying, or adapting standard procedures to meet different conditions, making decisions based on precedent and policy.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee or for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Employee's Signature _____ Date _____