

- Work collaboratively and effectively within a team
- Establish positive, supportive relationships with participants and provide feedback
- Help clients in utilizing resources, including scheduling appointments, and assisting with completion of applications for programs for which they may be eligible
- Assist clients in accessing health related services, including but not limited to: obtaining a medical home, providing instruction on appropriate use of the medical home, overcoming barriers to obtaining needed medical care and social services
- Facilitate communication and coordinate services between providers
- Motivate patients to be active, engaged participants in their health
- Effectively work with people (staff, clients, doctors, agencies, etc) from diverse backgrounds in reducing cultural and socio-economic barriers between clients and institutions
- Build and maintain positive working relationships with the clients, providers, nurse case managers, agency representatives, supervisors and office staff
- Continuously expand knowledge and understanding of community resources, services and programs provided; human relations and the procedures used in dealing with the public as part of a service or program; volunteer resources and the practices associated with using volunteers, operations, functions, policies and procedures associated with the department or program area, procedures and resources available to handle new, unusual or different situations
- Identify and apply appropriate role definition and skilled boundaries
- Other duties as assigned

Equipment Operated:

Telephone	Computer	Printer
Fax machine	Copier	Scanner
Other office equipment as assigned		

Facility Environment:

All facilities are a medical office environment with front-desk reception area, separate patient examination rooms, pharmacy stock room, business offices, hallways and private toilet facilities. Both facilities are on the main ground floor and ADA compliant.

The office area is:

- kept at a normal working temperature
- sanitized daily
- maintains standard office environment furniture with adjustable chairs

Physical Demands and Requirements: these may be modified to accurately perform the essential functions of the position:

- Mobility = ability to easily move without assistance
- Bending = occasional bending from the waist and knees
- Reaching = occasional reaching no higher than normal arm stretch

- Lifting/Carry = ability to lift and carry a normal stack of documents or laptop
- Pushing/Pulling = ability to push or pull a normal office environment
- Dexterity = ability to handle and/or grasp, use a keyboard, calculator, and other office equipment accurately and quickly
- Hearing = ability to accurately hear and react to the normal tone of a person's voice
- Visual = ability to safely and accurately see and react to factors and objects in a normal setting
- Speaking = ability to pronounce words clearly to be understood by another individual

Indicate Frequency of Factors that Contribute to this Position:

<i>Factor</i>	<i>Frequency, 0 = never, 1 = occasionally, 2 = normally, 3= often, add explanation where needed</i>
Normal, steady work pace	2
Randomly changing work pace	1
Fast, sometimes chaotic work pace	1
Independent decisions made without supervision	3
Exposure to trauma, grief, death, etc	2, through patient's personal situation
Exposure to disease or bacteria	2, working closely with patient
Handles closed containers or vials of patients' bodily fluids or tissues	0
Required to wear safety clothing or equipment	0
Handles money (cash, checks or credit cards)	0
Interacts personally with public	3
Interacts with public via the telephone, letter, or other non-face-to-face measure	2