

**SIU School of Medicine
POSITION DESCRIPTION**

INCUMBENT:

CSN:

PRESENT CLASSIFICATION: Office Support Specialist

DATE:

DEPARTMENT: Family and Community Medicine / FQHC

DIVISION: Community Health Programs

FUNCTION

This program is funded to provide care for patients/clients who do not often fit well within the standard medical model. This position will provide direct program support and assistance to the Program Director and Program Service Specialists.

ORGANIZATIONAL RELATIONSHIPS

This position reports to the Program Director for Community Outreach Programs who in turn reports to the Chief Executive Officer of the FQHC.

DUTIES AND RESPONSIBILITIES

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvements.

Program Support

100%

1. Assists the Program Director with scheduling and tracking program activities.
2. Assists the program with the coordination of programmatic changes and implementations.
3. Coordinates all site visit meetings and assists the Program Director with site visit materials.
4. Coordinates and monitors progress of all programmatic and supervision meetings.
5. Generates and disburses reports for all program activities.
6. Assists the Program Director with budgets and progress reporting for grants including the creation of worksheets to track grant expenses and awards.
7. Reviews and assigns outside referrals to the Community Health Workers and Program Services Specialists.
8. Reviews all program site notes and audits patient charts for quality and compliance.
9. Conducts audits of the flowsheets to ensure accuracy.
10. Processes all requests for patient closures.
11. Complete other duties as assigned.

SKILLS AND ABILITIES NEEDED FOR POSITION:

1. Sensitive to the needs of underrepresented minority populations.
2. Must be willing to see the inherent worth and dignity of each patient/client.
3. Ability to think critically and make decisions based upon information provided.
4. Must be able to maintain professionalism with patients/clients, coworkers, staff, and referring agencies.
5. Ability to be a self-starter and work independently with limited oversight.

RESPONSIBILITY

- A. Supervisory Controls** - The supervisor, as needed, assigns duties. The employee establishes the procedures with the assistance and approval of the supervisor. The employee will then be expected to work independently, except for occasional consultation with the supervisor.
- B. Guidelines** - Guidelines for the position are set originally by the charge nurse who is responsible for seeing that the guidelines are followed through.

DIFFICULTY

- A. Complexity** – The incumbent must be able to adapt to changes in program requirements and needs, and must use sound judgement and be attentive to detail.
- B. Scope and Effect** - The employee in this position directly affects program outcomes. This position is very important to the FQHC.

ENVIRONMENTAL, HEALTH AND SAFETY RESPONSIBILITIES

Participates in meetings, trainings, and other environmental, health and safety activities as required by SIU School of Medicine.

PERSONAL CONTACTS

The employee will have contact with faculty, residents and staff, as well as patients.

PHYSICAL REQUIREMENT & ENVIRONMENT

See attached physical and environmental form.

SIGNATURES:

INCUMBENT: _____ DATE _____
Incumbent

SUPERVISOR: _____ DATE _____
Erin Jones
Program Director, Community Outreach Programs

APPROVED BY: _____ DATE _____
Iris Wesley, CEO, SIU FQHC

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: **Office Support Specialist**

Position No. (If applicable): _____ Department: **Family and Community Medicine/Springfield-SMS**

WORK ENVIRONMENT: (Check all applicable environments)

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input checked="" type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom	Occasionally	Frequently	Constantly	N/A
(Indicate frequency of activity during performance of position duties)	(Performed rarely less than 2% of the time)	(Performed less than 25% of the time)	(Performed 26% to 50% of the time)	(Performed 51% or most of the time)	

(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Stooping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Squatting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working at heights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in close quarters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Climbing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working above shoulder level	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling	5 - 10 lbs.				<input type="radio"/>
Carrying	5 - 10 lbs.				<input type="radio"/>
Lifting	5 - 10 lbs.				<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.

Supervisor Signature Date Supervisor Name Employee Signature Date