

## **SIU School of Medicine POSITION DESCRIPTION**

**INCUMBENT:**

**CSN:**

**PRESENT CLASSIFICATION:** Office Support Specialist

**DATE:**

**DEPARTMENT:** Family and Community Medicine

**DIVISION:** Survivor Recovery Center (SRC)

### **FUNCTION**

This position provides direct program support for the SIU Survivor Recovery Center (SRC) clinic under the Department of Family & Community Medicine. The SRC provides behavioral health care for patients who have survived recent trauma related to criminal activity, and staff at all levels are expected to provide assistance in a trauma informed manner while maintaining safety and privacy.

### **ORGANIZATIONAL RELATIONSHIPS**

This position reports to the SRC Program Coordinator who in turn reports to the SRC Executive Director. The SRC Executive Director reports to the Chief Executive Officer for Family & Community Medicine.

### **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. Monitors SRC phone line and responds to routine requests or refers to appropriate staff.
2. Welcomes patients and other visitors to the building, and maintains cleanliness of waiting areas.
3. Schedules clinic patients and conducts reminder calls for all appointments.
4. Collects and documents appropriate consents from patients and maintains patient confidentiality at all times in accordance with HIPAA and other relevant policies.
5. Maintains program calendar and schedules staff meetings.
6. Assists staff with the coordination of programmatic changes and implementations.
7. Assists with data entry and tracking of program activities.
8. Generates and disburses reports for outreach and clinical activities as requested.
9. Assists with progress reports for grants, including staff timesheets, clinical productivity, and tracking of budget purchases.
10. Assists staff in maintaining and updating resource library of community services for patients and other referrals.
11. Attends staff meetings and takes meeting minutes as necessary.
12. Maintains SRC office supply inventory and assists with purchases when necessary.
13. Coordinates with office management staff for other programs in the building as necessary.
14. Complete other duties as assigned.

### **SKILLS AND ABILITIES NEEDED FOR POSITION:**

1. Sensitive to the needs of underrepresented minority populations.
2. Ability to work with people from a variety of cultural, economic, and educational backgrounds.
3. Ability to think critically and make decisions based upon information provided.

4. Must be able to maintain professionalism with patients, coworkers, staff, and referring agencies in a trauma informed manner.
5. Ability to adapt and work under pressure and amid interruptions.
6. Knowledge of common computer software programs such as Excel, Word, etc.

**EDUCATION AND EXPERIENCE**

1. High school diploma or equivalent.
2. Bachelor's degree, Associate's degree, or minimum two years (24 months) office/clerical experience.

**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** – This position will receive written or oral direction from the supervisor as needed. This position will follow guidelines and policies set by granting agencies, the Department and the School of Medicine.

**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** – This position directly impacts the quality of service delivery to patients by providing a welcoming and helpful atmosphere in the clinic, and providing assistance to staff.

**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 patients, staff, faculty, and learners.

**PHYSICAL REQUIREMENT & ENVIRONMENT**

See attached physical and environmental form.

**SIGNATURES:**

INCUMBENT:	Incumbent	Date
SUPERVISOR:	Vacant Program Coordinator, Survivor Recovery Center	Date
APPROVED BY:	Meghan Golden, DSW, LCSW Assistant Professor Clinical FCM Director of Survivor Recovery	Date
	Iris Wesley, CEO, SIU FQHC	Date

# 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 <small>(Performed rarely less than 2% of the time)</small>	Occasionally <small>(Performed less than 25% of the time)</small>	Frequently <small>(Performed 26% to 50% of the time)</small>	Constantly <small>(Performed 51% or most of the time)</small>	N/A
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*(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	<b>5 - 10 lbs.</b>				<input type="radio"/>
Carrying	<b>5 - 10 lbs.</b>				<input type="radio"/>
Lifting	<b>5 - 10 lbs.</b>				<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