



# Genevive

## Job Description: Clinical Support Associate

**Job Title:** Clinical Support Associate

**Department:** Clinical/Business Operations

**Position Summary:** The Clinical Support Associate is responsible for a wide variety of clerical duties, including data entry, provider scheduling, maintaining patient records, daily mail duties and special projects as needed. Involved in on call provider and triage coverage and scheduling, data management, tracking and performance reporting, meeting scheduling and coordination, department phone coverage, and the coordination and processing specific work queues. Serves as an internal department office resource for Provider team to address questions and resolve issues in collaboration with managers and directors.

**Supervision Received:** Business Office Manager and Clinical Support Lead

**Supervision Exercised:** N/a

**Hours per Pay Period:** 80hrs

**Classification:**

Full-Time

Exempt

Part-Time

Non-Exempt

### Education/Qualifications:

- High School Diploma or equivalent
- Experience in homecare, hospice, senior housing, or healthcare related environment
- Ability to manage multiple tasks/projects and deadlines simultaneously
- Excellent interpersonal, organizational and communication skills
- Demonstrated computer proficiency including Microsoft Office, Excel, and other common computer programs
- Must be able to work independently and with minimal supervision
- Must be able to maintain detailed accurate up to date confidential records
- Must be a team player, willing to take directions, and accept responsibility for meeting specified objectives
- Proof of current COVID-19 Vaccination or medical or religious exemption on file with Human Resources

### Essential Functions:

- Responsible for providing administrative support, as needed to Individualized Care Team (ICT); Nurse Manager, Care Coordinator, Clinical Coordinator, Nurse Practitioner, and Physician
- Supports logistic management of provider time off requests, staffing, and coverage needs
- Works to ensure on-call service is covered appropriately
- Coordinates and schedules assisted living appointments
- May schedule follow up appointments as directed



# Genevive

- Project coordination; oversee parts of the larger projects involving strategic initiatives
- Daily log into the phone queue to answer phone calls
- Faxes pertinent information to the correct parties
- Provide information upon request from the Clinical Manager for annual reviews
- Work closely with the Triage staff and Nursing staff providers as necessary
- Assists in the coordination of student preceptorship with the providers
- Manage UpDocs
- Maintains daily GEHRIMED inbox with scheduling requests that impact provider team workflow
- Manage master schedule for provider team working within their assigned territories and add to weekly visit schedule for new and existing patients
- Follow HIPAA guidelines when accessing and sharing patient information

## **Physical/Mental Demands and Work Environment:**

- Requires sitting and standing associated with a normal work environment
- May view computer screens for long periods of time
- Performs highly complex and varied tasks requiring independent knowledge and its application to a variety of situations, as well as exercise of independent judgment
- Must be able to prioritize activities when faced with competing demands
- Requires the use of office equipment, such as a copiers, computers, tablets, telephones, and fax machines
- This position will have remote work capabilities and must have the skill set to work independently, exercising sound judgement and maintaining high productivity levels
- Remote work also requires high levels of electronic and telephonic communication

*The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_