



JOB SPECIFICATION
CLINICAL ASSISTANT

Code 22130
Grade GS 44

General Purpose

Under general supervision, performs a variety of advanced and routine clerical tasks, obtains critical information from patients to prepare health care services' medical records and provides related health information, counseling, training and follow up concerning participants.

Typical Duties:

Provides high-level customer service and assists customers. Involves: receives the public and answers questions both in person and over the telephone regarding complex forms and verification. Welcomes participants, screens for eligibility based upon income or other criteria, presents orientation script and distributes specific education materials to ensure registration of hearing and hearing impaired clients. Provides assistance in filling out forms, answers questions relating to policies and procedures and conveys requested information to customers. Collects fees for services rendered, prepare invoices, provide receipts, post ledgers/charts, prepare deposits and make copies as needed for files.

Assists in providing clinical care to participants. Involves: records patient history, vital signs and measurements, diet recall and immunization information to establish baseline data for patient files. Draws blood samples by finger or heel puncture.

Perform a variety of related office clerical duties and support functions. Involves: processes complex forms requiring complicated verification of accuracy and completeness, such as applications, patient records, permits and insurance reimbursement. Prepares and maintains records. Performs complex word processing and data entry procedures and operates common office equipment. Performs and checks arithmetic calculations, codes, numbers, forms, records and compiles information for reports. Maintains inventory of supplies, materials and equipment needed.

Conducts program educational classes for children using scripts, videos and other materials to increase understanding of specific health subjects for participants.

May supervise assigned small staff. Involves: Schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations, and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

Knowledge, Skills, and Abilities

- Application of good knowledge of office practices and procedures specific to area of work.
- Application of good knowledge of English, grammar, spelling and punctuation.
- Application of good knowledge of filing systems and methods.
- Application of good knowledge relating with customers including young children.
- Application of good knowledge performing routine standard clinical procedures and obtaining blood samples from clients.
- Application of good knowledge in the use and care of common office equipment such as a typewriter, radio, telephone, computer and duplicating machine and data and information processing methods.
- Perform accurate arithmetic calculations.



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- Prepare and maintain records and filing systems.
- Collect data and prepare reports.
- Clear, concise oral and written communication in English and Spanish.
- Ability to type at the rate of 35 wpm.

Other Job Characteristics

- Regular exposure to dust, grease and soiling of clothing and skin surfaces, as is normally encountered in a laboratory or clinic.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

Minimum Qualifications

Education and Experience: A High School diploma or GED, and two (2) years of office support experience.

Licenses and Certificates: Texas Class "C" Drivers License or equivalent from another state.