

## **Lincoln County Job Description**

**Position:** Program Assistant

**Department:** Health Department

**Pay Grade:** Program Assistant Position Scale      **FSLA:** Non-exempt

**Revision Date:** May 2015      **Reports to:** Director/Health Officer

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### **Purpose of Position**

The purpose of this position is to perform advanced program support, administrative and clerical tasks. The Program Assistant performs program support, administrative, and clerical services within an assigned department to assist the Director with coordinating the overall programs and office activities. This employee must be thoroughly familiar with the regulations, policies and procedures under which the department functions. Although clerical duties are included, self-directed and program-related tasks are involved, as well as independent decision-making. The Program Assistant may supervise subordinate clerical workers.

### **Essential Duties & Responsibilities**

Under general supervision and or as part of various workgroups and teams, the Program Assistant performs the following functions within the overarching framework of Lincoln County Health Department's provision of the core functions and essential services of public health. The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

### **Public Health Science**

1. Provide specialized and/or technical Department and Program specific information that requires limited interpretation of established policies, procedures and other relevant sources to internal and/or external customers over the telephone, in writing and/or in person.
2. Interviews internal and external customers to establish program-specific documentation and/or identify services needed.
3. Establish, maintain, code, modify, track and or retrieve information and compile data that may require information searches through files, contracts, records, or computer files, including spreadsheets and/or customized database applications; enter, obtain and/or verify information and make sure the appropriate disposition of evidence and/or exhibits follow established clearly defined methods and guidelines.
4. Provides clinic support and coordination as needed including scheduling clinic times and dates, appointments, reminder calls, registration, and preparing clients for their appointment.
5. Maintains, inventory, order, collect, distribute and document in WASP supplies and/or equipment.
6. Orders vaccines, maintains vaccine inventory and assists with monthly vaccine usage report. Assist with equipment temperatures as needed.
7. Modifies and updates desk procedures that relate to work.
8. Assists general public in the office or by phone with requested information or services, i.e. water kits, radon kits, immunization records, etc
9. Keeps apprised of the various laws, regulations, policies and program procedures relating to the department.

10. Provides clerical support to Board of Health, typing and mailing meeting notices, agendas and minutes.
11. Maintains confidential client records and prepare and maintain accurate and clear reports (financial) as required by policy.

### **Analysis and Assessment**

12. Complies, data entry, financials, time studies, and prepares grant and contract data reports as required, which may include the following programs State grants, Mobile Home Licensing, Non-transient DNR Well, Agent Status program and Department of Agriculture.
13. Gathers statistics and necessary billing information to prepare monthly billing for programs, grants and contracts; i.e. annual license renewals, jail health services, school health services, Transient Non-Community DNR Well program, TB skin testing, and immunizations.
14. Prepares monthly public health statistic report and maintains those statistics for annual report.
15. Updates the Immunization Registry–WIR.
16. Adheres to ethical principles and Lincoln County Health Department policy in the collection, maintenance, use, and dissemination of data and information.
17. Adheres to ethical principles and department policies in the collection, maintenance, use, and dissemination of data and information.

### **Community Dimensions of Practice**

18. Gathers, organizes and provides public health information and data with individuals, community groups, other agencies, internal customers, and the general public about physical, behavioral, environmental, social, economic, and other issues affection the public's health.
19. Under general supervision, prepares public health documents and reports.

### **Policy Development and Program Planning**

20. Leads quality improvement efforts within program areas and communicates changes and department needs to lead staff and director.
21. Collaborates in the development of and provides clerical/technical and administrative support to departmental quality improvement, performance management, and evaluation activities.
22. Maintains, updates, and uses computerized data management systems and utilizes informatics to improve program operations.

### **Communication and Cultural Competency**

23. Composes replies to general inquiries and correspondence. Transcribes and types letters, memos, reports, DNR water results, patient records and related material from clear copy, and rough draft.
24. Answers telephones; screen calls, responds to inquiries and/or refers callers to appropriate agencies or county department.
25. Review and distribute agency mail and assist with large mailings (i.e. parenting newsletter, license renewals).
26. Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientation, lifestyles and physical abilities.

### **Financial Planning and Management**

27. Assists in preparation of the budget.
28. Receipts payments and deposits with necessary paperwork.

29. Posts all billings to proper ledgers, tabulates vouchers, and gathers annual cost statistics.
30. Maintains bookkeeping system (expenses and revenues) for Public Health, grants, license programs, prepares monthly financial reports for County Accountant.
31. Prepares monthly expense vouchers; records and mails monthly expenses checks.
32. Prepares and submits eligible claims for monthly billing (grants and contracts).
33. Performs light to moderate numerical calculations involving cashiering, reconcile accounts, electronic claims submission, program billing, and/or other applications. Receipts payments and deposits with necessary paperwork.
34. Performs all administrative, technical/clerical activities related to Department and/or program purchasing according to Departmental policies and procedures.
35. Collaborates in activities such as time studies that contribute to the development of budgets and the efficient use of resources.

### **Leadership and Systems Thinking**

36. Trains subordinate clerical staff, orients new staff members.
37. Provides direction to other clerical staff in keeping in line with service to the public and the mission of the department.
38. Responsible for professional growth and development in pursuing education, participate in committees, conferences, workshops, in-services and contribute to a work environment where continual improvements in public health core competencies are practiced and pursued.
39. Provides technical assistance, information and administrative support services to clients, department director, and staff.
40. With general supervision, manages projects that support public health interventions.
41. Adheres to Occupational Safety and Health Administration standards, such as those concerning exposure to bloodborne pathogens, toxic substances, airborne pathogens or exposure to other hazards during routine assignments or assignments during public health emergencies.
42. Performs public health emergency response duties as assigned and consistent with training provided, in response to threats to the public's health consistent with job classification. This may require working a non-traditional work schedule or working outside normally assigned duties during a public health incident or emergency.

### **Other**

43. Provides back up for other clerical staff as necessary.
44. Maintains and secures equipment and supplies.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Associate's degree (A.A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience. Prior experience in the program area of the assigned department is preferred.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Physical Requirements**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk; and hear. Some bending, twisting, and squatting, and occasional climbing may be required while performing the duties of this job. The employee must occasionally lift, carry, and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. Some driving is required.
- Must have a valid Wisconsin Driver's license, proof of insurance that satisfies Lincoln County requirements and a good driving record.
- Ability to ambulate between offices and other facilities.

#### Computer and Office Equipment

- Must be proficient in Microsoft Office programs and ability to use the Outlook, Word Access, and Excel functions with the ability to develop and expand detailed and complicated word processing techniques and programs.
- Ability to utilize a personal computer for data management including word processing, e-mail and information gathering
- Ability to operate a variety of office equipment including personal computer, digital telephone, fax machine, calculator, copy machine, etc.

#### Mathematical Ability

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

#### Language Ability, Interpersonal Communication Skills, and Other Knowledge and Skills

- Ability to communicate effectively with staff, clients and public; Ability to exercise confidentiality.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customer or employees of the organization. Knowledge of medical terminology.
- Ability to compile, analyze, record, and assemble data and information in a meaningful and effective manner;
- Ability to devise methods and procedures for handling unusual or complex situations and assignments;
- Ability to independently generate, initiate, and complete projects and programs
- Ability to establish and maintain effective working relationships with employees, general public, other departments, agencies and state officials and work with person with varying levels of education, understanding and values in a culturally sensitive manner.
- Ability to apply time-management skills and ability to prioritize job-related activities.
- Ability to demonstrate leadership, independent judgment and critical thinking skills.

#### Reasoning Ability

- Ability to apply common sense understanding to carry out instructions in written, oral, or

diagram form.

- Ability to deal with problems involving several concrete variables in standardized situations.

Environmental Adaptability

- Ability to work effectively in an office environment.
- Must be able to meet required deadlines, which may be stressful.
- Must have ability to interact positively with other staff, county and State department personnel and the general public.

Lincoln County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

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Employee's Signature

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Supervisor's Signature

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Date

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Date