

SOUTH COAST HOSPICE & PALLIATIVE CARE SERVICE**JOB DESCRIPTION – Administration Main Office Communications/Technical Assistant****QUALIFICATIONS**

1. High school education is required.
2. Ability to create a welcoming, accepting and professional atmosphere within the office for SCH staff and visitors.
3. Experience and/or training in various aspects of general office practices as well as excellent organizational and clerical skills.
4. Able to receive direction and independently follow tasks through with minimum supervision.
5. Reasonable speed operating office equipment necessary in performance of job description duties.
6. Computer skills including word processing, data entry, graphics programs and the ability to research products and services on-line. Efficiency in the use of e-mail for inter-office and external communication.
7. Able to produce professional quality documents from concept to final product, using Word/Excel/Publisher etc.
8. Able to manage a multi-line telephone system.
9. Demonstrate excellent critical thinking skills.
10. Detail oriented and able to multi-task.
11. Strong interpersonal and communication skills.
12. Maintains professional integrity and demeanor throughout performance of all job duties, demonstrates exemplary work ethic.
13. Able to adhere to the practice of confidentiality regarding patients, families, staff, and the organization.
14. Able to work as a supportive team member and serve as a positive representative of SCH at all times.
15. Able to act in a kind, decent and respectful manner at all times.
16. Able to consistently uphold attendance and performance standards.
17. Must possess, or within 30 days be able to possess, a valid Oregon Driver's License or ID card, dependable transportation and proof of automobile insurance coverage.

PHYSICAL REQUIREMENTS

1. Ability to work in an office setting and lift a maximum of 25 lbs., requiring a two-person assist for any awkward size or over 25 lbs objects.
2. Ability to communicate telephonically with staff and members of the community.
3. Manual dexterity capable of operating office equipment.
4. Ability to execute frequent reaching, bending, handling, lifting and filing of records.
5. Ability to sit the majority of the work day except for breaks and lunch.

WORK ENVIRONMENT/HOURS

1. Typical physical office setting
2. Extended workdays are an occasional occurrence as needed to support the organization's needs.
3. This is a full time position.

SKILLS REQUIRED

1. Excellent communication skills - verbal, written and listening
2. Ability to apply knowledge of English grammar for writing and proofreading purposes
3. Typing speed of at least 32 words per minute

Skills Required (continued)

4. Management of multi-line telephone system
5. Operation of copy machine
6. Operation of FAX machine
7. Operation of computer
8. Operation of digital camera
9. Understanding of basic filing systems
10. Operation of laminator
11. Operation of postage machine

PURPOSE

The primary purpose of the Administration Main Office Communications/Technical Assistant is three fold: 1) to set the tone for the entire building; 2) acknowledge and greet employees and visitors as they enter the building, creating an inviting, tranquil environment; He/she must be able to empathize with whoever enters; providing warm emotional support of a professional nature for those who are grieving, who have experienced trauma and/or are otherwise suffering from loss. 3) In relation to SCH as a whole he/she will facilitate internal communication for SCH, operate the multi-line telephone system to answer, screen and forward incoming, outgoing and interoffice calls appropriately as well as maintain assigned tasks.

SUPERVISION RECEIVED

He/she works under the direct supervision of the Human Resources Assistant and overall supervision of the Human Resources Manager. All requests for his/her assistance from outside the department must be approved by the Human Resources Manager or the HR Assistant. In the absence of both, he/she reports to the Executive Director or other manager as assigned, and all requests for assistance will be approved by the Executive Director.

SUPERVISION EXERCISED

None

DUTIES & RESPONSIBILITIES

1. Must report for work at scheduled time, ready to perform work functions, and remain on task while completing entire scheduled shift.
2. Responsible for answering switchboard:
 - a. Directing calls to the appropriate position and/or agency.
 - b. Accurately recording and distributing messages for unavailable staff members.
 - c. Calling/ texting staff as needed for patient care and appropriately directing voice mails left on switchboard.
 - d. Recording all calls received in Access database Call Log.
3. Maintain awareness of whether staff is on-site or in the field for contact purposes.
4. Assist as needed to support office continuity.
Welcome all visitors and staff as appropriate, creating a friendly, hospitable atmosphere as each staff member and/or client enters

Duties and Responsibilities (continued)

5. Notify staff of visitors. Cordially assist visitors to remain in the reception or small counseling rooms while waiting for staff to accommodate.
6. Compose professional-appearing accurate documents in word processing, spreadsheet and graphics programs as requested.
7. Responsible for Hospice surveys. Inputs pertinent Face Sheet information into computer system to identify and mail for four week, four month, and Caregiver surveys.
8. Maintain current procedures for job duties, updating as appropriate.
9. Maintain the Durable Medical Equipment (DME) log; check out available DME to community members as requested
10. Maintain calendar schedule for main office building meeting rooms as assigned.
11. Receive donations, write receipts for all monies received from community and/or staff, and file donation forms.
12. Water plants in reception and kitchen areas and maintain orderliness of reception area.
13. Contact Star of Hope for collection of confidential bin when needed.
14. Make sure outgoing mail is ready for pick up, purchasing postage, when necessary.
15. Will be cross-trained for CBEC CTA duties.
14. Assist HR Assistant, HR Manager/Compliance Officer, Executive Director and other SCH staff with office related tasks, as assigned by HR Assistant or HR Manager, i.e.: typing minutes, preparing correspondence, duplicating, laminating, telephone calls, etc.
15. Individually responsible to conduct him/herself in a safe manner during the performance of all job-related duties. Also responsible to bring unsafe conditions to the attention of the person within the organization in charge of safety issues.
16. Participate in staff training and educational programs as it relates to position held.
17. Assist in other work responsibilities as requested or assigned by the HR/QI Manager or Executive Director.
18. Adhere to all SCH Personnel Policies including, but not limited to:
 - Please initial* ___ SCH Standards of Conduct as described in the agency’s Compliance Plan.
 - Please initial* ___ SCH Privacy Practices in accordance with HIPAA regulations.
 - Please initial* ___ SCH Sexual Abuse and Molestation Policy.
 - Please initial* ___ Upholds kind, decent and respectful behavior and performance standards.
 - Please initial* ___ Honor, respect, protect and promote patients’ rights and individualized care.

This position description describes the general nature and level of duties and responsibilities required of persons assigned to this position. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.

Employee's Signature

Date

Manager's Signature

Date

Executive Director's Signature

Date

Accommodations for disabilities will be made whenever possible unless such accommodations would create an undue hardship on South Coast Hospice and Palliative Care Services, Inc.