

**NORTHEAST MONTANA HEALTH SERVICES - FAITH HOME**

**JOB DESCRIPTION**

**SECRETARY/RECEPTIONIST**

**NAME:** \_\_\_\_\_

**ACCOUNTABLE TO:** **VP OF SENIOR AND LONG TERM CARE**

**PURPOSE OF YOUR JOB POSITION**

The primary purpose of your job position is to handle all incoming calls, process all incoming and out going mail, do necessary typing, handle payments of designated resident's bills, assist visitors with information. Manage apartments – billing, payments and collection. Take minutes of assigned meetings and handle resident accounts.

You will be responsible to assist the professional staff and medical staff to perform their duties in a timely manner and to keep open communication between employees and departments. Admit patients into computer system. Transcribe and communicate physician's orders and promote guest relations.

Every effort has been made to make this as complete as possible. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical job assignment to the position.

**WORKING CONDITIONS**

1. Works in a well lighted, ventilated office area.
2. Is subject to sitting, standing, and bending intermittently throughout the day.
3. Is subject to frequent interruptions.
4. Is subject to hostile, emotionally upset patients, residents, family members, personnel, visitors, etc.
5. Is subject to infectious diseases and hazardous waste.
6. Is willing to work beyond normal working hours, weekends, and holidays when necessary.

## **ESSENTIAL EDUCATIONAL QUALIFICATIONS**

1. Must be a High School Graduate.
2. Must have computer and General Clerical Skills.
3. Must be knowledgeable of medical terms.
4. Must be knowledgeable of all forms and accepted ways of filling them out.
5. Must be able to communicate with people, both in person and via telephone.
6. Must be organized and possess the ability to prioritize, work independently and to complete assigned tasks in a timely manner.

## **ESSENTIAL JOB FUNCTIONS**

1. Must be able to work flexible hours.
2. Must be able to speak the English language in an understanding manner.
3. Must be able to cope with the mental and emotional stress of the position.
4. Must be able to see and hear, or use prosthetics that will enable these senses to function adequately to assure that the requirements of this position can be fully met.
5. Must function independently, have flexibility, personal integrity, and the ability to work effectively with patients, family members, physicians and co-workers.
6. Must be in good general health and demonstrate emotional stability.
7. Must be able to relate to and work with the ill, disabled, elderly, emotionally upset, and at times hostile people within the facility.
8. Must be able to maintain absolute confidentiality.

## **MAJOR DUTIES AND RESPONSIBILITIES**

1. Responsible for answering the telephone and transferring incoming calls to various departments, using pager as necessary.
  - a. Answer in a timely manner.
  - b. Transfer to department where individual is located.
  - c. If necessary, page or take a message with time of call.

2. Responsible for processing all mail as necessary.
  - a. Sort and distribute daily mail to appropriate department and residents before noon daily.
  - b. Check postage on out going mail and have it ready for the mailman prior to 9am daily.
  - c. Maintain postage meter and send requisition for reimbursement as needed.
3. Responsible for cash and payments. Make deposits, withdrawals and calculate and add interest for residents from Resident Account.
  - a. Complete accurate record of Resident Account.
  - b. Make change for employees and visitors.
  - c. Make payments for barber bills, designated resident's bills.
  - d. Write checks for resident purchases (personal items that are charged by Patient Service Coordinator/ Social Service) or other employees authorized to make purchase for Faith Home Resident Account.
  - e. Collect for meal tickets and employee purchases.
  - f. Reconcile Resident Account prior to 10<sup>th</sup> of each month.
  - g. Balances accounts at the end of each day.
  - h. Mail statements quarterly or upon request.
4. Responsible for ordering supplies and materials for business office.
  - a. Do inventory of supplies in business office.
  - b. Keep accurate record of all necessary office supplies.
  - c. Order necessary supplies.
5. Responsible for posting accurate resident census.
  - a. Use information from nursing department to insure that resident is listed in proper room.
  - b. Verify information by checking with resident and staff on a monthly basis.
  - c. Send a copy of daily census to the billing office each day.

6. Responsible for copying and typing reports, letters, department forms and other material.
  - a. Mail and distribute completed documents to designated department.
  - b. Keep supply of monthly day sheets, adult day care sheets and pharmacy sheets available at all times.
  - c. Assist FLH employees to access Lawson for payroll and distribute W-2's when appropriate.
  - d. Complete procedure with neatness and accuracy.
7. Responsible for updating Faith Home packet information as needed.
  - a. Add or delete information.
  - b. Maintain handbook and Faith Home Apartment packets.
8. Responsible for tardy and absent slips.
  - a. Maintain accurate record and chart tardy and absent slips each pay period.
9. Responsible for logging minutes of designated meetings.
  - a. Attend and record accurate minutes of staff meetings, QA meetings etc.
  - b. Type and distribute minutes on the week following the meeting to proper minute books.
10. Responsible closing and locking office at night.
  - a. Count Petty Cash Money and log on Petty Cash Log Daily.
  - b. Make sure money is locked and lights/office machinery are off prior to leaving the facility.
11. Apartments and Daycare
  - a. Handle the renting procedure, after checking with the Administrator.
  - b. Prepare Apartment and Daycare Statements at the end of the month, including Meals, Meds, Housekeeping or other charges from Dietary.
  - c. Forward copy of Apartment Log to CFO at the end of the month.
12. Responsible for checking rooms quarterly for proper posting of information.

- a. Check rooms quarterly for Medicare and Medicaid eligibility, important telephone numbers and any notices required by the State.
  - b. Check to see that Resident Abuse is posted in appropriate places in facility.
13. Communication.
- a. Act as a liaison between the facility professional staff and non-facility staff.
  - b. Appropriately handles all incoming messages or secures professional staff to receive information.
  - c. Effectively uses all NH paging systems.
  - d. Directs family/visitors to appropriate waiting areas.
  - e. Relays messages or information to directed individuals or agencies in a timely and courteous manner.
  - f. Institute walkie-talkies for inter department communications.
14. Maintains Records.
- a. Scheduling of patient appointments
  - b. Make arrangements for method of transfers and choose the most cost effective method.
15. Miscellaneous.
- a. Aid all department directors if occasion arises.
  - b. Be available to make travel arrangements, do necessary typing, telephoning, and errands as deemed necessary by Administration as soon as possible.
  - c. Run errands if necessary.
  - d. Do a QA quarterly on the balance in the Resident Trust Account to ensure the Surety Bond covers the largest balance throughout the month.
20. Coordinate fundraising
- b. Donated funds – send thank you’s, submit donations to appropriate personnel or organizations.
21. To abide by all NEMHS Policies.

- e. All OSHA Policies
- f. All Personnel Policies
- g. All Employee Health Policies
- h. All Departmental Policies
- i. All State and Federal Guidelines
- j. All Corporate Compliance
- k. HIPAA
- l. Hazcom/Blood Borne Pathogens

I have read the job description and hereby agree to perform the above duties and responsibilities to the best of my ability.

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date