

CRITICAL SKILLS

FOR JOB DESCRIPTIONS

COMPLETED BY: DEBRA L. HARDING

POSITION CLASSIFICATION: **SECRETARY**

BELDEN HOUSE

SECRETARY

1. Office Procedures.
 - A. Set up, organize, produce, and maintain file system.
(General)
 - B. Update and maintain accurate daily staff task schedules.
(General)
 - C. Set up appointments, meetings, and conferences.
(General)
 - D. Screens phone calls and directs them to appropriate staff, or takes accurate messages and conveys them to the appropriate staff.
(General)
 - E. Obtains necessary office supplies; types check requests, purchase order requisitions and necessary documentation to acquire supplies.
(General)
 - F. Calculate Residential assistants productivity / activity hours each week.
(General)
 - G. Coordinates approved staff travel arrangements.
(General)
 - H. Accurately types all assignments.
(General)
 - I. Gathers and enters data regarding client demographics, consumer satisfaction, program evaluation, services by program and program costs. Produces summarized reports from database as requested.
(General)

J. In conjunction with Human Resources, collects / routes specific documents for personnel record, including continuing education / certification records / documents required by Department of Social Services and other accrediting agencies.
(General)

K. Takes and types minutes from staff meetings and other meetings as assigned.
(General)

L. Prepare and maintains computerized mailing lists as assigned. Performs printouts and mailings as necessary and assigned.
(General)

M. Maintains an accurate list of residents physicians, family members, third party payors,... for report mailing and follow-up.
(General)

N. Accurately tracks and schedules resident appointments.
(General)

O. Maintains and posts weekly staff work schedules, obtains staff coverage as directed, and updates FTE ratios on a weekly basis.
(General)

P. Coordinates on-call pool and scheduling of on-call staff as necessary and assigned.
(General)

Q. Accurately maintains updated sick day and vacation logs for each member of staff.
(General)

2. Resident record procedures.

- A. Registers residents and initiates resident record:
 - I. Sets up chart according to chart order.
 - II. Obtains residents record numbers.
 - III. Initiates / completes all admission documents.
(General)

- B. Oversee the handling of all resident correspondence, including conference notes, discharge summaries, special reports,... and mails residents' correspondence / reports to community physicians, third party payors, conservators, family representatives...
(General)

- C. Maintains accurate census records.
(General)

- D. Responsible for filing systems and completeness of resident record, including all D.S.S. forms.
(General)

- E. Files Documentation in the resident's record.
(General)

- F. Tracks and logs resident personal and incidental expenses for collection including phone log for long distance calls,...
(General)

- G. Manages all promotional materials and sends necessary information to potential and actual referrals.
(General)

3. General.

- A. Functions as secretary for the Program Director.
(General)
- B. Reports on duty as scheduled. Adheres to attendance policy.
(General)
- C. Demonstrates effective time management skills by completing assignments within agreed time frames.
(General)
- D. Demonstrates awareness of need to present oneself in a positive manner to patients and visitors by adhering to N.C.R.C. dress code.
(General)
- E. Assumes other responsibilities as requested, including assisting other departments as assigned.
(General)

4. Maintains commitment for self-growth and competency.

- A. Participates in own performance appraisal by identifying own individual goals and reviewing progress with supervisor.
(General)
- B. Annually attends at least one hospital or community based in-service related to duties of position.
(General)
- C. Completes all mandatory continuing education requirements

including

maintaining current CPR and First Aid certification.
(General)

5. Performs all general responsibilities within the values and philosophy of NCRC.

A. Exhibits positive attitude towards job, hospital, patients and their families, supervisors, coworkers, medical staff, volunteers and the general public with a maximum of two valid documented complaints per year.
(General)

B. Supports / adheres to hospital philosophy, policies, procedures, standards and objectives.
(General)

C. Performs responsibilities to provide quality, cost - effective services in the use of hospital resources.
(General)

D. Participates in department - based quality assurance activities.
(General)

E. Treats patients, families, visitors and all members of the health care team with dignity and respect.
(General)

6. Communication and record keeping

A. Maintain patient confidentiality at all times.
(General)

B. Explain purpose of activity to resident prior to starting activity.
(General)

C. Provides accurate, concise information to physicians and other health care providers.
(General)

D. Utilizes assertive communication skills when questions or problems arise.

(General)

- publics
- E. Exhibits positive attitude toward job, program, N.C.R.C., residents, and their families, supervisors, coworkers, medical staff and all of N.C.R.C.

(General)

- F. Documents residents activities objectively according to program documentation procedures.

(General)

- G. Complete necessary and / or assigned documentation in a timely manner.

(General)

- H. Demonstrate an understanding of documentation policies and procedures.

(General)

- I. Write legibly to ensure that all written documentation is easily understood.

(General)

MINIMUM QUALIFICATIONS

- _____A. Associate Degree or Equivalent from an accredited school.
- B. Ability to read, write, and understand the English language at a high school graduate level or better.
- C. Able to type 60 wpm or better without error.
- D. Able to transcribe from dictation.
- base E. Knowledge of computer operations, word processing and data programs, and the ability to learn new computer programs.
- F. Familiarity with, or ability to learn medical terminology.

- with
- G. Well organized, attends to details, able to prioritize work, proceeds projects independently, and completes assigned tasks in a timely manner.
 - H. Ability to relate positively to residents and their families.
 - I. Ability to function as a team member in an interdisciplinary staff.
 - J. Willingness to participate in specific continuing education programs specified..
- as
- K. Ability to document consist reports of residents “programs”, progress,...
 - L. A valid California Drivers License.
 - M. No “Reckless Driver” convictions in the past three years.
 - N. No “Driving While Intoxicated” convictions in the past three years.
 - O. No more than two moving violation convictions in the past three years.
 - P. Current certification in CPR and First Aid.
 - Q. No criminal convictions with the exception of minor traffic violations.
 - R. Must be a minimum of eighteen years of age.

PHYSICAL CHARACTERISTICS

- A. Ability to read and write with or without the aid of corrective lenses.
- B. Ability to hear and speak, in person and on the telephone, with or without the aid of assistive devices.
- C. Ability to stand for long periods of time.
- D. Personal mobility which enables the person to move functionally in the work environment and out in the community.

good
E. Must pass employee physical examination annually and maintain health.

F. Must be physically capable of following and demonstrating P.A.R.T. principles / standards relating to “Evasive Self Defense” and “Controlling Self Defense and Physical Intervention.”