



JOB DESCRIPTION

JOB TITLE: Clinic Lobby Host
REPORTS TO: Front Office Supervisor
DEPARTMENT: Front Office
LOCATION: Rolling Hills Clinic
740 Solano Street, Corning, CA 96021
2526 Sister Mary Columba Drive, Red Bluff, CA 96080
2540 Sister Mary Columba Drive, Red Bluff, CA 96080
STATUS: Full-Time, Monday-Friday 8-4:30pm, Non-Exempt, Temporary

"Native Preference in hiring is given to qualified enrolled members of Paskenta Band of Nomlaki Indians and Native Americans in accordance with the Band's Preference Policy (Chapter 1-715 of the Paskenta Band of Nomlaki Indians Tribal Policies). Applicants claiming Indian Preference must submit verification of Indian certified by tribe of affiliation or other acceptable documentation of Indian heritage."

POSITION SUMMARY

The Clinic Lobby Host is a support person who works to ensure patients, visitors, and employees that enter the Rolling Hills Clinics have passed a health screenings as recommended by Center for Disease Control (CDC) and Centers for Medicare & Medicaid Services (CMS) guidelines. The Host must possess excellent interpersonal and communication skills to help ensure compliance of the visitor policy and any current restrictions. The Host will be able to soundly exercise discretion and judgement in health screening circumstances and diplomatically manage conflicts that could arise from health screening results.

This is a temporary position and will end within 12 months of the position start date.

DUTIES & RESPONSIBILITIES

1. Demonstrates hospitality and attentiveness by greeting patients and visitors.
2. Checks temperatures and asks screening questions and assist patients at curbside and lobby entrance.
3. Directs patients and visitors to appropriate location
4. Coordinates with clinics and departments to ensure patient (and applicable visitors) are at the correct location and screened/managed appropriately.
5. Opens and closes out entrance screening stations appropriately. Restock as needed. Anticipate stocking needs.
6. Participates in training/retraining and continuing education programs as necessary.
7. Maintains accurate, complete, and legible records.
8. Complies with all designated safety policies and procedures in the work area, including the use of applicable protective equipment when necessary to prevent exposure to potentially infectious agents.
9. Understands and complies with applicable federal, state and local laws. Adheres to quality assurance procedures and practices.
10. Maintains all HIPAA and OSHA standards at all times.
11. Employee Safety: Safely performs all duties; follows required protective protocols to ensure personal safety as well the safety of others.
12. Must maintain compliance with ergonomic safety standards; be mindful of posture and regularly practice ergonomic stretches.
13. Other duties as assigned by Supervisor.

REQUIREMENTS

Minimum 18 years of age

MINIMUM QUALIFICATIONS

1. A high school diploma or equivalent.
2. Must be able to work well with others or alone, under minimal supervision.
3. Must have up to date and documented Immunizations; Proof of HBV, MMR, VZV (or disease), current TB skin test status is required.
4. Demonstrate clear knowledge of Rolling Hills Clinic structure, standards, procedures and protocols.
5. Must have ability to relate and communicate effectively with community interest groups, agencies, and medical facilities that serve the American Indian Community.

NOTE TO APPLICANTS: Please be advised a post job offer, pre-employment Drug Testing, Physical and must have up to date and documented Immunizations; Proof of HBV, MMR, VZV (or disease), current TB skin test status is required as a condition of employment. Additionally, you may be asked to get a Department of Justice Fingerprinting clearance as a contingency for an offer of employment. Criminal clearances are obtained to protect the welfare and safety of clients receiving services at Rolling Hills Clinic.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit; use hands to pick up, handle or feel; reach with hands and arms; talk or hear. The employee is occasionally required to stand and walk. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate. The patient flow can be slow to very hectic at times depend on the day and the time of day. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employment with Rolling Hills Clinic is voluntarily entered into. All RHC personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at any time by the employee or by RHC. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms. The job description does not constitute an employment agreement between Rolling Hills Clinic and employee and is subject to change by the Paskenta Band of Nomlaki Indians.