

**DANE COUNTY
POSITION DESCRIPTION
PUBLIC HEALTH AIDE**

POSITION SUMMARY: This position is responsible for a variety of administrative and clerical work, both individually and in team relationships, in the operations of Public Health programs. Responsibilities may include, but are not limited to; providing quality customer service in reception services at clinic locations; answering and returning phone calls; scheduling appointments; data entry in program systems; opening and closing clinic services; office and facilities support; ordering supplies, scanning, and copying; providing intake services for public health clinics, such as WIC, Immunizations, TB, etc.; providing client services, such as Anthropometric services once properly trained in WIC; providing client education of program services; and other duties to support program functions as assigned and trained for, including work as the WIC Vendor Assistant.

FUNCTIONS

FUNCTION A – 20%: Clerical and Administrative tasks

- A1: Answer, return, and process program phone calls; transfer calls outside scope to appropriate staff.
- A2: Schedule program appointments based on program criteria and assessed client eligibility.
- A3: Data entry of relevant information for client to proceed with program services.
- A4: Clerical duties for program such as copying, faxing, and scanning of information.
- A5: Process appointment reminders for clinic appointments, including sending appointment letters and next day appointment reminder texts.
- A6: Office and facilities support, such as, readying a list of needed supplies, ordering of supplies, transportation of supplies, communicating needed changes of materials used.
- A7: Follow up, process, and document WIC transfer information.
- A8: Complete tasks in the To-Do box.

FUNCTION B – 55%: Clinic Services Support

- B1: Provide quality customer service by maintaining a welcoming environment for clients/customers of public health programs and services.
- B2: Follow protocols for opening and closing clinic operations.
- B3: Complete assessment and documentation of client eligibility of program services within the program data base.
- B4: Provide client follow-up at the end of clinic appointments to assure client has necessary information about the program services.
- B5: Client education of program services and operations, including making appropriate referrals to other resources.

- B6: Clean and restock supplies and materials at the end of the day or as needed to ensure that clinic operations are ready to go at the next clinic.

FUNCTION C – 15%: Additional Program and Departmental Support Activities – WIC Vendor Assistant

- C1: Assist the WIC Vendor Coordinator in training, supporting, and monitoring participating Dane County WIC Vendors (Grocery Stores, Pharmacies, Farmers' Markets and Farm Stands).
- C2: Participate in appropriate Wisconsin WIC conference, trainings, and work groups that pertain to WIC vendor coordination in coordination with the WIC Director and WIC Vendor Coordinator.
- C3: Participate in appropriate intra-department work groups or meetings that support work with WIC vendors and potential WIC vendors in Dane County.
- C4: Follow the WIC Operations Manual Vendor Management policies while working with Dane County Vendors and WIC clients.
- C5: Work cooperatively with the WIC Vendor Coordinator and the WIC Director to manage and coordinate WIC program work with Dane County WIC vendors and clients.

FUNCTION D – 5%: Health Screening

- D1: Set up Health Screening operations per protocol at the beginning of clinic.
- D2: Follow the protocol for obtaining anthropometric measurements of participating clients as required by the program policy.
- D3: Follow the protocol for obtaining hemoglobin values for participating clients as required by program policy.
- D4: Enter Anthropometric and hemoglobin information into data system.
- D5: Follow infection control and program policy for providing Health Screening services.
- D6: Restock supplies for Health Screening as needed.
- D7: Report the need for ordering additional Health Screening supplies to the appropriate staff person.
- D8: At the end of clinic, put away supplies, clean, and disinfect Health Screening areas.

FUNCTION E – 5%: Other Duties

- E1: Assist in emergency preparedness activities by insuring that you are trained to internal policies and procedures to meet agency response and recovery needs safely. Be prepared and respond as directed to all hazards when PHMDCs emergency plans are activated.
- E2: Actively participate in quality improvement activities to effect positive change in your programs and the Department by informing your supervisor of areas needing improvement, offering possible solutions, helping to gather data that will inform decisions, and working with others to test and implement new practices.
- E3: Participate in professional development as determined by supervisor to meet program, departmental and professional development goals.

- E4: Actively participate in health/racial equity activities and strategies to ensure all people in Dane County have fair and equitable opportunities to be healthy. Strategies and activities include but are not limited to health / racial equity trainings, using a health/racial equity lens/assessment to evaluate potential policies or programs, consulting with the PHMDC health equity team with specific questions and working on specific projects or program with the PHMDC health equity team.
- E5: Attend required HIPAA Privacy and Security training regarding federal and state laws related to confidentiality requirements. Know and abide by your program-specific confidentiality policies and procedures that ensure client privacy and electronic health records security. Inform the Privacy Officer of areas that need improvement and do your part to prevent HIPAA violations and to create a culture of confidentiality compliance.
- E6: Attend all staff, division, and program meetings.
- E7: Other duties as assigned.

POSITION REQUIREMENTS

Education and experience: High school diploma or equivalent and one or more years experience in public (community) health or in a medical setting. Experience working effectively with culturally and socioeconomically diverse populations. General computer and data entry experience preferred. Experience in providing quality customer service; good interpersonal skills.

Certifications: None

Licenses: Must have a valid driver's license, or access to reliable personal transportation, or equivalent.

KNOWLEDGE, SKILLS AND ABILITIES: Demonstrates excellent oral and written communication skills in both English and Spanish. Excellent organizational and problem-solving skills. Able to work independently with minimal supervision and demonstrates ability to learn. Demonstrates reliability, dependability, and flexibility. Demonstrates capability to work sensitively and effectively with individuals and families including people of diverse ages, cultures, ethnicity, and educational status. Able to maintain confidentiality and can exercise judgment in regard to answering questions, giving direction, and seeking help. Ability to establish and maintain effective relationships with the public. Ability to follow prescribed standards and procedures. Ability to cope effectively with change, frequent interruptions and deadlines. Knowledge of computer operation concepts and procedures. Knowledge of modern office procedures and practices. Ability to operate standard office machines. Following training, ability to accurately perform anthropometric measurements and hematological procedures of infants, women, and children. Demonstrates sound knowledge and understanding of infection control. Perform related duties as required. Ability to support the work, policies, and strategic plans of PHMDC.

PHYSICAL DEMANDS:

Work involves walking, sitting, standing, bending, twisting, turning, lifting, carrying, pushing, pulling, grasping, reaching and driving. Ability to lift, move and transport a variety of work related materials up to 25 pounds. Able to sit for prolong periods of time.

Phone and computer use. Manual dexterity using fine and gross motor skills is necessary. Good vision and hearing with corrective devices, as needed.

WORK ENVIRONMENT: Work occurs at the PHMDC Atrium office on South Park Street; Madison and at a variety of public health offices and community-based settings. Ability to travel between locations is required. During the course of the day, work could involve starting at one location and then traveling to other locations. Work requires flexibility to work with diverse populations and communities including people of different cultures, values and beliefs, in rural, urban or suburban settings, and with individuals and groups at different levels of learning and with different learning styles. Flexibility to work with individuals and groups where and when they are available is required. Work related to public health emergencies may require availability 24 hours a day, seven days a week. Working conditions may vary in relation to heat, cold, fatigue, etc. Conferences or seminars may require travel outside of Dane County.