

Job Description

Process Level 55 - Affiliates
Department 7293 - First Steps
Cost Center 557293

Job Level Staff - Non-Union
Job Code 5602 - Program Assistant
Position Code 5572935602 - Program Assistant

Evaluation Area: Introduction

All positions at Palomar Health support the mission of the organization to heal, comfort and promote health in the communities we serve.

Every day, we, the employees, volunteers and members of the medical staffs of Palomar Health, are unified by a common mission, vision and values. Our mission is to heal, comfort and promote health in the communities we serve. We want to be the health system of choice for patients, physicians, and employees, recognized nationally for the highest quality of clinical care and access to comprehensive services. We passionately give and support heartfelt care that encourages patient comfort and safety. Each of us takes pride in teamwork, self-discipline, our skills and trustworthiness. We are each accountable for providing the safest, most effective and innovative care.

Evaluation Area: Job Summary and Job Requirements

Job Summary

Performs key administrative duties in support of the First Steps Family Support/Home Visiting Program, ensuring confidentiality and displaying discretion in all matters. Performs advanced clerical and secretarial duties for support of the program and the team, and in addition, handles clerical tasks to assist management staff in performance of their tasks. Answers phones; takes and delivers accurate messages; oversees incoming and outgoing mail; orders office and education supplies; maintains inventory of office and program supplies. Assists visitors and adheres to the Standards of Behavior established by Palomar Health. Provides administrative support for marketing and outreach efforts. Writes and prepares formats, proofreads, revises, distributes, and files reports, documents, forms, policies, procedures, and presentation materials as requested. Maintains files, logs, and reminders to ensure accurate and up-to-date department information. Keeps accurate department files. Accurately performs data entry into appropriate database. Keeps supervisor and Leadership Team informed of operations/site issues. Speak and read English and Spanish at a level that is sufficient to satisfactorily perform the essential functions of the position. Knowledge of standard office equipment (i.e., calculator, fax, photocopier) and personal computer and computer software skills (i.e., MS Windows, Excel, Access, Word, PowerPoint, internet, e-mail). Windows computer skills including proficient use of keyboarding, use of mouse or keys for functions such as selecting items, use of drop down menus, scroll bars, opening folders, copying and similar operations required upon employment or within the 1st two weeks of employment to perform the essential functions of the job. Performs other duties as assigned. Follows Palomar Health rules, policies, procedures, applicable laws and standards. Carries out the mission, vision, and quality commitment of Palomar Health.

Job Requirements

- Minimum Education:** High School Diploma and/or combination of education and experience
- Preferred Education:** Bachelor's Degree and/or advanced training in administration or business management
- Minimum Experience:** 1 - 2 years healthcare related office experience; Bilingual - Spanish.
- Preferred Experience:** 2- 5 years related experience; experience in a grant-funded program.
- Required Certification:** Not Applicable
- Preferred Certification:** Not Applicable
- Required License:** Valid Driver's License
- Preferred License:** Not Applicable

Evaluation Area: Physical and Mental Requirements

Mental Demands

Work With Many Priorities	Constantly (more than 75% of time on job)
Performs Mathematical Calculations	Frequently (34-75% of time on job)
Work Under Pressure	Frequently (34-75% of time on job)
Ability to Reason and Analyze	Constantly (more than 75% of time on job)

Job Description

Frequent Interruptions Constantly (more than 75% of time on job)

Personal Protective Equipment Required

Mask Never

Footwear Never

Eye Protection Never

Hard Hat Never

Body Protection Never

Hearing Protection Never

Physical Demands

Operation of Motor Vehicle Yes

Crawling Never

Finger movement - Repetitive Constantly (more than 75% of time on job)

Repetitive Twisting or Pressure Involving Wrists or Hands Frequently (34-75% of time on job)

Both Hands Required Constantly (more than 75% of time on job)

Both Legs Required Frequently (34-75% of time on job)

Hearing - Conversation Constantly (more than 75% of time on job)

Stooping, Squatting Never

Operation of Other No

Rapid, Simultaneous Mental and Muscular Coordination Required Occasionally (up to 33% of time on job)

Kneeling Never

Balancing Never

Climbing - Use of Legs, Arms, Ladders Never

Climbing Stairs Occasionally (up to 33% of time on job)

Reaching - Below Shoulder Height Occasionally (up to 33% of time on job)

Reaching - Above Shoulder Height Occasionally (up to 33% of time on job)

Pulling - Estimated Weight Less than 10# - Occasionally - Up to 33% of time on job

Pushing - Estimated Weight Less than 10# - Occasionally - Up to 33% of time on job

Carrying - Estimated Weight Less than 10# - Occasionally - Up to 33% of time on job

Lifting - Max 50 lbs Never

Lifting - Max 35 lbs Never

Lifting - Max 25 lbs Occasionally (up to 33% of time on job)

Walking Frequently (34-75% of time on job)

Standing Frequently (34-75% of time on job)

Repeated Bending from the Waist Occasionally (up to 33% of time on job)

Sitting Constantly (more than 75% of time on job)

Visual Requirements

Specific Visual Requirements Both near and far

Depth Perception No

Color Vision: Distinguish Basic Shades No

Working Conditions

Vibration Never

Lasers (class 1-4) Never

Fumes - Irritant Never

Fumes - Toxic Never

Chemicals Never

Job Description

Grease and Oils	Never
Infectious Exposures	Never
Working with Machinery with Moving Parts	Never
Working with Hands in Water	Never
Working Alone	Occasionally (up to 33% of time on job)
Working Rotating Shifts	Never
Dust (more than nuisance)	Never
Lead	Never
Biohazards	Never
Antineoplastic Drugs	Never
Radiation	Never
Noise Over 80 Decibels	Never
Heights	Never
Confined Spaces	Never
Wet, Humid Conditions	Never
Extreme Heat (non-weather)	Never
Extreme Cold (non-weather)	Never
Outdoor Weather Conditions	Never
Gases	Never

Evaluation Area: Organizational Expectations

Customer/Patient Focus

Creates an ideal Customer/Patient experience by assessing and responding to patient safety, quality and service needs.

1. Meets the needs and expectations of patients and customers
2. Acts with patients and customers in mind
3. Personally models patient safety and customer service as a priority
4. Recognizes the diversity and value of each individual

Quality performance is achieved by consistently demonstrating the following:

- Demonstrates organizational greeting when on the telephone or in the hallway
- Observed using SMILE (Share yourself, Make it clear, Inform on timing, Listen with care, End with kindness) skills
- Responds to individual Customer/Patient's needs within established time frames
- Provides culturally safe and linguistically appropriate services
- Invites and responds appropriately to Customer/Patient feedback
- Contacts external and internal Customer/Patients to gather information on their needs and level of satisfaction with safety and privacy in mind
- Observed giving way-finding directions to Customer/Patients
- Dresses appropriate to role and function with badge appropriately displayed

Job Description

Learning

Continuously improves knowledge, skills, and performance to achieve excellence in patient safety, quality and service.

1. Is aware of self and impact on others
2. Seeks performance feedback
3. Seeks opportunity for learning
4. Takes ownership for self-development

Quality performance can be achieved by the following:

- Identifies knowledge gaps and finds ways to fill them through formal and informal learning opportunities
- Contributes ideas to his or her own development plan
- Finds learning opportunities in daily work activities to create "teaching moments"
- Seeks outside professional development activities to continually improve skills for self and others
- Models continuous learning through reading, inquiry, benchmarking, best practices
- Embraces new concepts
- Participates in internal and external activities (e.g. seminars, workshops, courses, subscriptions, memberships, etc.) that expand knowledge and learning potential
- Seeks input on ways to improve

Results

Achieve a standard of excellence in quality, service, safety, and financial performance.

1. Achieves optimal patient safety, quality and service outcomes
2. Pushes self and others for a standard of excellence in patient safety, quality and service
3. Aligns own performance with organizational priorities

Quality performance can be achieved by the following:

- Accepts responsibility to achieve high quality results
- Tenaciously sticks with projects until the goal is reached
- Applies appropriate urgency, priority, and follow up to achieve goals
- Aligns the organization's functional growth and team goals into individual goals
- Takes action to ensure own performance is aligned to organizational goals
- Strives for results while maintaining quality, values, and integrity

Teamwork

Promotes team effectiveness by fostering collaboration, communication, and cooperation.

1. Shares information, knowledge, and resources
2. Cooperates with others
3. Collaborates with others
4. Expresses positive attitude

Quality performance can be achieved by the following:

- Contributes ideas to the team
- Supports other team members
- Effectively communicates knowledge and experiences with team members by being direct and explicit
- Demonstrates a positive attitude
- Accomplishes team tasks on time
- Takes issues directly to the source when appropriate
- Addresses disagreements directly in a respectful manner away from customers/patients and those not involved
- Demonstrates value and respect for a variety of backgrounds and perspectives

Job Description

5572935602-Organization

Organizes, schedules, and prioritizes large volumes of information to provide effective confidential administrative support for service line both within the organization and with outside agencies. Organizes and triages incoming requests, email, telephone calls and mail. Maintains critical service line files (employee, contracts, financial) with minimal oversight from management team. Works independently, seeking guidance and/or verification where appropriate to ensure professional coordination of resources for the service line, division, and organization.

5572935602-Documentation

Makes and proofs requested revisions to reports, contracts and agreements, using tracking logs as needed to ensure complete records. Processes routine correspondence, documents and transcription of meeting minutes under the direction of the leadership team. Prepares appropriate files without needing to be asked. Prepares materials and packets for meetings and education workshop and events so that they are available on time for each event. Takes and transcribes accurate meeting minutes as requested and posts to involved team within a week

5572935602-Communication and Service Excellence

Excellent written and verbal communication skills. Effective communication with target audience and with team members and other internal and external stakeholders. Provides support to other clerical team members and interns within the department as applicable, modeling strong communication and service excellence

5572935602-Outreach and Community Engagement

Participates in outreach activities to increase referrals and enrollments and program branding. Discusses program with community partners and delivers outreach materials to clinics, doctor's offices, and other community referral sources. Participates in outreach events/activities. Coordinates materials and packets for outreach, assists with phone calls and other outreach strategies.

5572935602-Meeting, Event Scheduling and Coordination

Identifies locations and reserves rooms for meetings/workshops/events, with management guidance. Arranges for and reserves as needed: room/site, rental equipment, supplies, refreshments, AV equipment, etc. Makes meeting packets and prepares meeting and meeting follow-up materials. Coordinates with Palomar Health Volunteer Coordinator for needed program volunteers.

5572935602-Program and Office Supplies

Manage inventory and order office and program supplies as needed for program implementation, including education supplies, workshop/event and graduation supplies, incentives, emergency needs for families, and more. Works with agency database (Lawson, Staples) and with community vendors to order and maintain necessary program and office materials. Pick up supplies from warehouse. Notifies Program Director of needs and expense. Makes sure all staff (home visitors and leadership team) have materials as needed