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Ilanka Community Health Center Administrative Coordinator

This position is responsible for providing specialized administrative support to the Health Director and Management staff of Ilanka Community Health Center (IHC).

Team: Health and Wellness Team

Reports to: Health & Wellness Director

FLSA Status: Non -Exempt

Salary Range: \$23.00-\$30.00/ hour, DOE

Schedule: Full Time, Regular

Last Revised: July 2021

Supervisory Controls

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists the employee with unusual situations that do not have clear precedents.

The employee plans and carries out the successive steps and handles problems and deviations in the work assignments in accordance with instructions, policies, previous training, scope of license/certification, or accepted practices in the occupation.

Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

Major Duties/Essential Functions

- Manage and maintain Health Director schedules, including scheduling travel and conferences, making appointments, and making changes to appointments. Keep suspense file on recurring and other scheduled requirements for replies and reports.
- Anticipate needs of the Health Director, serves as liaison with Director's contacts within and outside the organization; obtains and disseminates information; conveys Director's directions to subordinates and Department staff.
- Create, compose, edit, produce, and/or distribute varied correspondence, reports, meeting minutes, notices and other materials, or general instructions; obtain, organize, and plan suitable presentation of content; review work for format consistency, grammatical construction, and typographical accuracy; present finished materials for review, or distribute. Prepare Health Director responses to routine memos, letters, or correspondence.
- Obtain, compile, and present in suitable form a variety of materials related to executive level work; complete special assignments, as assigned; may apply for and track grants from various agencies. Develop and utilize historical information; provide retrieval of information.
- Gather or search for information from various documents; record information; make adjustments or corrections; compare or verify information; compile data from source documents; compute numerical data. Prepare reports, collect, and analyze information;



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- prepare presentations.
- Input data into computer database systems; retrieves, verifies, and corrects information from the computer system. Data analysis; Proficient in Access, MS Word, Excel, Outlook. Perform filtering and sorting of data, V-lookup and other functions.
 - Prepare disbursement requests to process invoices for payment.
 - Responsible for ICHC contract record management, including timely tracking, maintenance, and document preparation for ICHC contracts and service agreements.
 - Coordinate QI/QA, Risk Management, and other related meetings. Prepare meeting agendas and assemble packets of materials; record and prepare meeting minutes.
 - Assist with the on-boarding of clinic employees; may check references of a potential employee; will determine and complete necessary pre-hire activities, including ensuring the employee has the equipment they need prior to their first day of work.
 - Responsible for Credentialing and Privileging record system, including timely tracking, maintenance, and document preparation for credentialing and/or privileging of LIP/OLCP/Registered/Certified Staff within regulatory guidelines as required by Health Services and Resources Administration (HRSA).
 - Track and verify time records for Health Director direct reports.
 - Maintain inventory and office supplies. Anticipate office needs; evaluate new office products; place and expedite orders when necessary.
 - Ensure operation of office equipment and requests maintenance when necessary.
 - Provide administrative staff training; create and distribute training manuals. Coordinate with other staff to implement changes to enhance systems and processes.
 - Make arrangements and coordinate travel schedules and reservations for meetings, training, and travel away from main work site location for administrative staff.
 - Perform related work as required.
 - Must comply with federal laws and regulations as required by the Health Insurance Portability and Accountability Act (HIPAA) and HITECH.
 - Participate in community-wide health care activities such as health fairs as well as NVE hosted events which may be outside regular hours.
 - Support the mission, vision, and philosophy of ICHC as evidenced by compliance with all organizational policies and procedures.
 - Other duties as assigned.

Guidelines

Guidelines are available but are not completely applicable to the work or have gaps in specificity.

- The employee must use judgment in interpreting and adapting guidelines, such as agency policies, regulations, precedents, accreditation requirements, advanced clinical protocols, and work directions for application to specific cases or problems.
- The employee analyzes results and recommends changes.
- The employee uses initiative and resourcefulness in deviating from traditional methods or



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researching trends and patterns to develop new methods, criteria, or proposed new policies.

- Guidelines include NVE/ICHC and department policies and procedures, regulations, and Executive direction. These guidelines require judgment, selection, and interpretation in application.

Knowledge Required at a Level Appropriate for This Position

- Knowledge of modern office practices and procedures.
- Knowledge of computers and job-related software programs and office equipment.
- Knowledge of customer service principles and skill in the provision of customer service.
- Knowledge of project management principles.
- Knowledge of research methods and techniques.
- Knowledge of financial processes and systems.
- Ability to support and commit to department and tribal policies and procedures.
- Ability to learn and continuously improve, to be audited, observed, reviewed, and follow instructions.
- Ability to work with personal computer and utilize a variety of software applications and email.
- Ability to effectively meet and communicate with the public.
- Ability to prioritize and shift priorities in a changing environment while meeting deadlines.
- Ability to organize the multiple demands of the job.
- Ability to maintain a working knowledge of applicable Federal, State, and Local regulations and laws.
- Skill in personal effectiveness and credibility.
- Skill in problem solving.
- Skill in interpersonal relations and customer service.
- Skill in the maintenance of files and records.
- Skill in oral and written communication.
- Skill in prioritizing and organizing work and the ability to manage and coordinate multiple program goals and objectives with a minimal amount of supervision.

Complexity/Scope of Work

The work consists of varied administrative duties. Frequent interruptions contribute to the complexity of the position. The purpose of this position is to provide high-level administrative support to ICHC Management. Successful performance helps ensure the overall effectiveness and efficiency of Health Center.



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Supervisory/Management Responsibility

This position reports to the ICHC Health & Wellness Director. This is a non-supervisory position that provides functional direction and guidance to other employees as directed.

Minimum Qualifications

- High school diploma or equivalent, and specialized training in the field of work including college courses, certificate program, apprenticeship, etc.
- Five (5) years of progressively responsible experience in the occupational field, sufficient to understand the major duties of the position, and to be able to answer questions and resolve problems.
- Willingness and ability to travel.
- Possession of or ability to obtain Notary Public Commission from the State of Alaska.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Alaska with a clean driving record.
- Must successfully pass a criminal and background check.

Physical Demands/Work Environment

The work is sedentary. Typically, the employee sits comfortably to do the work. However, there may be some walking; standing; bending; carrying of items up to 15 pounds, such as papers, books, or small parts; or driving an automobile. The employee must be able to read, write, speak and hear.

The environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, requiring use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals. The work area is adequately lighted and heated.

This position requires operation of a motor vehicle.

Blood/Fluid Exposure Risk

Category II: Employee may come into contact with housekeeping products. Usual tasks do not involve exposure to blood, body fluid, or tissues but job has potential for mucous membrane or skin contact exposure to blood, fluids or tissue. Use of personal protective equipment (PPE), when appropriate, is required.

Disclaimer

Nothing in this job description restricts NVE's right to assign or reassign duties and responsibilities to this job at any time.

By signing below, I acknowledge receipt of this job description and that my supervisor has discussed it with me.

Employee Signature

Date

Health & Wellness Director

Date