

GOOD SAMARITAN HOSPITAL ASSOCIATION
HEART OF AMERICA MEDICAL CENTER
HAROLD S. HALAND HOME

MISSION STATEMENT

To deliver compassionate care by advancing the physical and spiritual well-being of the communities we serve through smart medicine and exceptional service.

JOB DESCRIPTION

JOB TITLE: Administrative Secretary

NAME: _____

Department: Long Term Care

Responsible to: Director of Long Term Care

QUALIFICATIONS:

Graduate from high school or equivalent. Previous secretarial experience preferred; must possess typing skills. BLS Certification required.

JOB SUMMARY:

General duties include typing, filing, computer knowledge, and other general secretarial functions for nursing administration.

TYPICAL WORKING CONDITIONS:

Works takes place on Long Term Care in an administrative/unit clerk capacity. Interacts with a variety of age groups and personalities.

TYPICAL PHYSICAL DEMANDS:

Requires full range of motion, standing, and walking for extensive periods of time, and occasional lifting, carrying of items weighing up to 50 pounds. Requires corrected vision and hearing to normal range. Requires working under stressful conditions intermittently. Requires some exposure to communicable diseases or bodily fluids.

RESPONSIBILITIES:

I. Hardwiring Excellence – responsible to know and adhere to evidence based leadership to achieve excellence.

STANDARDS:

Non-Management & Management Personnel:

1. Standards of Behavior
2. Key Words at Key Times – AIDET

II. Professional attitude, leadership role and team member abilities. Maintains a positive professional role throughout the facility and community.

STANDARDS:

1. Exhibits a positive professional approach when dealing with the public and demonstrates solution oriented involvement with problems of the facility, staff and patients.
2. Attendance and involvement in management meetings, CQI and voluntary groups/committees.
3. Good communication with subordinates and peers
4. Shows initiative and follow-through in work projects.
5. Values and pursues professional education and self improvement.
6. Timeliness of reports, i.e. evaluations, CQI reporting.

III. Accountability for Safety

STANDARDS:

1. Familiarizes self with and adheres to all facility and department safety policies and procedures. Completes all required annual safety training.

2. Supports and implements safety into all job responsibilities regarding self, other employees, residents/patients and visitors.
3. Reports safety violations (or unsafe observances) to supervisor and/or department head immediately.
4. Promotes a culture of safety to improve employee safety.

IV. Safeguarding the privacy and security of protected health information (PHI) in any form including electronic, written or oral.

STANDARDS:

1. Responsible for safeguarding any PHI or EPHI seen, used or disclosed during this positions normal job functions as stated in the above job responsibilities based on the HIPAA privacy and security policies and procedures.
2. Responsible to conduct any oral discussions of PHI with other staff or with patients and family members in a manner that limits the possibility of inadvertent disclosures.
3. Responsible for maintaining strict confidentiality with any unintentional access to PHI whether written, electronic or oral.
4. Responsible for reporting suspected violations of the safeguarding of PHI or EPHI by any GSHA employee or business associate.
5. Responsible to ensure the use or disclosure of PHI or EPHI that is **not routinely available** to this position must be coordinated with the HIPAA Privacy Officer, Security Officer or designees.

V. Duties

1. Performs **CLERICAL DUTIES**, which may include, but is not limited to the following:

STANDARDS:

- a. Answers telephones and relay messages when necessary.
- b. Directs visitors to appropriate locations.
- c. Assembles charts for admission, transfer, or discharge.
- d. Posts reports from lab, x-ray, or dictation in the appropriate places in the chart.
- e. Tracks and posts residents to round on for the physicians.
- f. Copies necessary forms to keep adequate supply on floor.

2. Participates in quality assurance activities, meetings, and inservices.

STANDARDS:

- a. Attends inservice education and meetings as assigned.
- b. Completes QA monitoring activities as assigned.
- c. Willing to participate in other facility/departmental projects or events as applicable.

3. Displays and promotes professional behavior, reflecting a positive attitude, promoting cooperation and good morale throughout the facility and the community.

- a. Maintains a positive professional role throughout the facility and community.
- b. Maintains communication with appropriate departments regarding staffing issues.
- c. Demonstrates solution-oriented involvement with problems of facility, staff and patients/residents.
- d. Exhibits a positive professional approach when dealing with the public, peers, supervisors and/or subordinates, promoting cooperation and honesty.
- e. Shows initiative and follow-through on work projects.

4. Assumes responsibility for routine and daily staffing for all employees on Long Term Care.

STANDARDS:

- a. Prepares daily staffing sheets and posts for all Nurses, CNAs, Bedmakers, and Dining Room Assistants.

- b. Prepares monthly staffing schedules and posts at least 1 month in advance.
 - c. Works with contract agencies to procure additional staffing needs.
 - d. Utilizes predetermined criteria to complete staffing worksheets based on standard staffing patterns, calls for additional staff as needed.
 - e. Communicates requests for shift trades with Director of Nursing, accepts other requests according to staffing policy.
 - f. Prepares KRONOS time sheets for each pay period; signs them off and sends to Human Resources when complete; reports problems, trends and overtime to Director of Nursing.
 - g. Tracks all absences and tardiness for LTC employees.
5. Displays positive communication skills.

STANDARDS:

- a. Displays positive, professional communication techniques.
- b. Maintains professional confidence concerning all employee issues.
- c. Follows appropriate lines of authority in communication.

6. Performs secretarial/office skills, including, but not limited to the following:

STANDARDS:

- a. Responsible for typing, filing, and other general secretarial functions for nursing administration and other departments as needed.
- b. Prepares employee files for evaluations and directs them to nursing management.
- c. Posts all memorandums.
- d. Retains records, including agency staff records, as required; removes outdated materials as appropriate.
- e. Communicates with Human Resources on current certificates and licensure, any status change, and new employee paperwork. Maintains licensure files on all employees.
- f. Tracks and maintains records on all Long Term Care employee IDM education, skills validations and other education.
- g. Orders specific supplies needed on the floors such as special gloves, hand sanitizer, sharps, water mugs, etc.
- h. Make copies and booklets as needed.
- i. Update Restorative Nursing Forms as needed.
- j. Sets up appointments and does reference checks on new applicants.
- k. Orders supplies for all nursing management offices.
- l. Other duties as assigned.

REVISED: 5/2015

TO BE COMPLETED BY EMPLOYEE:

"I have read and understand my job description".

Signed _____

Dated _____