



## Klamath Tribal Health & Family Services

3949 South 6<sup>th</sup> Street

Klamath Falls, OR 97603

Phone: (541) 882-1487 or 1-800-552-6290

HR Fax: (541) 273-4564

EXEMPT

NON-EXEMPT

OPEN: 05/09/24  
CLOSE: 05/22/24

### POSITION DESCRIPTION

**POSITION:** PROGRAM CLERK (YFGC)

**RESPONSIBLE TO:** YFGC Office Manager

**SALARY:** Step Range: 8 (\$33,895) – 27 (\$59,435) Full Benefits

**CLASSIFICATION:** Non-Management, Regular, Full-Time

**LOCATION:** Klamath Tribal Health & Family Services  
Youth & Family Guidance Center  
Klamath Falls, OR

**BACKGROUND:** Comprehensive

### POSITION OBJECTIVES

The Program Clerk is responsible for providing a wide variety of administrative, reception, and clerical duties in support of the Youth & Family Guidance Center (YFGC) staff. The work includes various responsibilities involving different processes and methods requiring a wide range of administrative and clerical skills.

The Program Clerk is directly responsible for coordinating the daily, weekly, and monthly schedules of the Behavioral Health Clinic. This position requires independent decision-making abilities, tact, and diplomacy and a strong understanding of time and priorities. This position is fast paced and is often multitasking numerous duties while remaining very detail oriented.

## **MAJOR DUTIES AND RESPONSIBILITIES**

1. Following established clinical processes, provide scheduling duties for all clinical related appointments. Provide basic information regarding preparation of upcoming appointments if needed.
2. Provide direct clerical assistance to the YFGC staff to schedule new referrals, confirmation of upcoming appointments, provide intake paperwork and assist with questions regarding available services.
3. Print daily schedule reports for security and clinical staff.
4. Answer incoming telephone calls; scheduling appointments, directing calls to the appropriate staff. Email phone contact, messages and schedule changes to the appropriate staff.
5. In coordination with Patient Registration, verify client eligibility, insurance information and address/phone number updates as needed. Assist potential client in completing paperwork to be enrolled in Klamath Tribal Health for services.
6. Review paperwork for completeness; ensuring signatures appear as indicated on documents. If information is missing or incomplete, attempt will be made to correct.
7. Greet clients, check in for appointments and notify provider of client's arrival. Performs department client and visitor reception, and directs clients to appropriate locations.
8. Review clinician's schedules at the end of the day for accuracy.
9. Coordinate transportation for clients to upcoming appointments if needed.
10. Identify high-risk situations and work with staff/security for appropriate solutions.
11. Identify functional status and physical needs of clients and respond with appropriate support.
12. Assist YFGC leadership with implementation of office closure procedures and notifications.
13. Demonstrates competence in relation to the defined mission, vision, values and strategic plan of the organization. This will be apparent by proficiency testing, skill demonstration, practice of core CLEAR and HEART standards for service excellence and documentation review.
14. Responsible for processing and providing bus tokens for clients attending services at YFGC and/or other agencies as needed.

15. Provide assistance to visitors by explaining what services are available through Klamath Tribal Health & Family Services.
16. Follow established guidelines when visitors, clients or vendors come in; including calling or paging staff to notify them of the visitor, ensure visitor is documented in visitor log, distribute and collect visitor badges.
17. Ensure procedures for visitor security are followed at all times and remain vigilant regarding all persons who enter the premises. Contact security staff members when necessary, using radio/and or telephone.
18. Maintain and update employee check in board, community bulletin board and Tribal Health Event Bulletin board;
19. Maintain office equipment with paper, toner as needed; keep the reception and lobby area clean.
20. Assist with office and public photocopying, faxing and processing mail; including assisting other departments with special projects.
21. Like all employees the Klamath Tribes, the incumbent will be called upon to accomplish other tasks that may not be directly related to this position, but are integral to the Klamath Tribes' broader functions, including but not limited to, assisting during Tribal sponsored cultural, traditional, or community events that enable the successful operation of programs and practices of The Klamath Tribes as aligned with The Klamath Tribes' Mission Statement. Some of these tasks may be scheduled outside of regular work hours, if necessary.

### **SUPERVISORY CONTROLS**

Work is performed under the administrative and technical supervision of the YFGC Office Manager. Routine tasks are performed with limited supervision.

Employee performs daily assignments independently, resolving normal questions and problems according to established procedures and past experience and precedent. Unusual, new, or complex assignments, which require deviation from past experience or precedent, are discussed with the supervisor; however, employee exercises initiative in researching answers and solving problems.

### **KNOWLEDGE, SKILLS, ABILITIES**

Ability to maintain strict confidentiality of medical records and adhere to the standards for health record-keeping, HIPAA and the Federal Drug & Alcohol Confidentiality Law.

Time management skills specific to punctuality and readiness.

Must have excellent keyboarding skills, including but not limited to Microsoft Office, Excel and Power Point.

Ability to communicate orally and in written format. This person should be able to express her/himself in a professional, clear and concise manner for the purpose of correspondence, providing reports, chart notes and obtaining information or conveying messages between clients and other staff members.

Ability to function effectively under pressure of time and/or demands of several tasks at once by effectively planning, organizing and prioritizing workload.

Possess excellent public and interpersonal relationship skills. This person should be able to meet with a variety of individuals in a professional manner, using tact, diplomacy, and mature judgment.

Ability to perform work and accomplish tasks in accordance with established policies, procedures, practices, and clinical priorities. This includes the ability to plan and organize work using one's own initiative and to seek information and assistance from other sources as necessary.

### **QUALIFICATIONS, EXPERIENCE, EDUCATION**

**Minimum Qualifications:** *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a High School Diploma or Equivalent. **(Must submit copy of diploma or transcripts with application.)**
- **REQUIRED** to demonstrate experience of at least one (1) year working in a similar position, or a combination of work experience in a related position and Associates Degree in a behavioral health related field.
- **REQUIRED** to demonstrate experience with Microsoft Office, Excel, Power Point and data entry.
- **REQUIRED** to possess and maintain a valid Oregon Driver's License, **(out of state applicants must receive ODL within 90 days of hire)**, have good driving record and be insurable by the Klamath Tribal Health & Family Services' vehicle insurance policy. **(Must submit copy of driver license with application.)**

- **REQUIRED** to maintain strict confidentiality of protected health information in accordance with regulations.
- **REQUIRED** to model ethical conduct.
- **REQUIRED** to submit to annual TB skin testing and adhere to KTHFS staff immunization policy in accordance with the Centers for Disease Control immunization recommendations for healthcare workers.
- **REQUIRED** to acquire and maintain BLS certification within 180 days of hire; strongly recommend certification within 90 days of hire, probationary period will be extended for a maximum of 180 days pending certification.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to accept the responsibility of a **Mandatory Reporter** in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.

**Preferred Qualifications:**

- Current Qualified Mental Health Associate (**QMHA**) certification
- Experience working in an Behavioral Health Clinic or residential treatment program

**Indian Preference:**

- Indian and Tribal Preference will apply, as per policy. ***(Must submit tribal documentation with application to qualify for Indian Preference).***

**ACKNOWLEDGEMENT**

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

**APPLICATION PROCEDURE**

Submit a Klamath Tribal Health & Family Services ***Application for Employment*** with all requirements and supporting documentation to:

**Klamath Tribal Health & Family Services**  
**ATTN: Human Resource**  
**3949 South 6<sup>th</sup> Street**  
**Klamath Falls, OR 97603**  
[jobs@klm.portland.ihs.gov](mailto:jobs@klm.portland.ihs.gov)

**IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.**

**Please Note:** If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application **will not** be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified **applicants who present proof of eligibility for “Indian Preference”**.

**Applications will not be returned.**

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Employee Signature

Date

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Supervisor Signature

Date