**Pierce County Health Department**

**Position Description**

**Name:**  **Date:** 2023

**Position Title**: Programs Associate **Reports To:** Public Health Nursing Manager

**Grade:** F

**Hours:** 40 per week. 8:30 am-5:00 pm Monday-Friday with flexibility needed depending on appointment schedules. Occasional evening and weekend hours.

**About Pierce County Health Department:** Our mission is to promote, protect and improve the lifelong health of individuals and communities in Pierce County through the effective use of data and evidence, community-driven prevention strategies, leadership, advocacy, partnerships, and the promotion of health equity. Our vision is Healthy People in Healthy Communities. We work to accomplish our vision and mission through programs in environmental health, maternal and child health, home care, reproductive health, immunizations, communicable disease control, nutrition and physical activity, injury prevention, emergency preparedness and more. Our work is accomplished in collaboration with our partners in all sectors. The Pierce County Health Department became accredited by the Public Health Accreditation Board in 2015. For more information on our programs and strategic priorities, please visit our website <https://www.co.pierce.wi.us/departments/public_health/index.php>

**Purpose of Position:**

Under the direction of the Public Health Nursing Manager, this staff person is responsible for providing programmatic and administrative support to various programs. This person is expected to proactively learn about each program and contribute to their improvement. This person is responsible for providing support to Reproductive Health, Communicable Disease, WI WINS Tobacco Control, WIC and Fluoride programs. Other programs may be assigned.

**Essential Duties and Responsibilities**

**To perform this job successfully, an individual must be able to perform each essential function satisfactorily and promptly. The following duties are typical for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned.**

Provides support to the Reproductive Health program

* Ensures non-judgmental, trauma-informed front desk experience for all clients.
* Maintains a visually organized office and entry space, including refreshing fliers and keeping the office from becoming cluttered.
* Manages charts, including setting up new clients in the electronic health record, scanning forms to charts, and updating documents as requested.
* Leads social media presence related to reproductive health services.
* Outreaches to the public to promote the program, including posting fliers regularly throughout the county and attending events to represent the program.
* Manages clinic flow, including managing/scheduling of appointments in line with staff’s availability.
* Prepares daily clinic schedule, including client forms before arrival
* Dispenses contraceptive supplies at the direction of clinical staff.
* Processes and tracks correspondence for medical record requests.
* Manages incoming and outgoing mail.
* Collects client payments (i.e., cash and credit card) and distributes receipts and maintains accurate records.
* Manages text messages and phone call reminders for appointments.
* Tracks and processes lab results.
* Packages and mails lab specimens daily.
* Tracks and orders lab supplies from the Wisconsin State Lab of Hygiene.
* Maintains a procurement credit card and procures office supplies.
* Maintains supplies of clinical forms.
* Conducts regular client satisfaction survey including advertising survey, entering results, creating report of results, and suggesting program improvements based on results.
* Verifies client insurance coverage and if determined eligible, enrolls clients in both temporary and continuous Wisconsin Family Planning Only Services (WI-FPOS) program.
* Manages client reminder process for continuous enrollment.
* Monitors and records daily LogTag results.
* Develops and runs electronic health record reports for quality assurance or reporting purposes.
* Picks up supplies in the Ellsworth office as requested.
* Engages in required and continuous learning opportunities to increase reproductive health knowledge.

Provides communicable disease program support

* Assists in sending correspondence to communicable disease cases.
* Maintains correspondence with schools to maintain absentee surveillance counts (sick counts).
* Conducts monthly Wisconsin Immunization Registry (WIR) benchmark report pulling and cross-checking with the Minnesota Immunization Information Connection (MIIC).
* Assists in immunization data entry and maintenance of up-to-date immunization records in the WIR.

Leads the WI WINS Tobacco Control Program

* Plans and implements public and vendor outreach annually in accordance with contractual requirements, including social media posts, press releases, articles, and letters to public officials.
* Regularly updates the WI WINS dashboard with program activities.
* Provides quarterly data for the performance management system.
* Recruits and trains youth to serve as inspection teams.
* Communicates vendor check plans and results with law enforcement.
* Conducts compliance checks with youth.
* Sends check follow-up communications to vendors.
* Drafts annual report for the program.
* Attends regional coalition meetings.

Provides general departmental support

* Triage incoming phone calls and maintains excellent knowledge of public health programs in order to correctly refer members of the public to appropriate programs. Answers basic questions and schedules appointments for non-reproductive health clients as appropriate.
* Hands out well water and radon testing kits, sharps containers and provides basic education.
* Maintains excellent knowledge of electronic health records and assists staff in developing reports.
* Performs public health emergency response duties as assigned and consistent with job classification and training provided, in response to threats to the public’s health.
* Participates in Department and community emergency response training and drills consistent with job classification in support of public health emergency and disaster preparedness.
* Participates in strategic planning, quality improvement, workforce development and accreditation activities.
* If the need arises, provide administrative coverage for other public health programs. This may include covering the Ellsworth office.

**Minimum Qualifications:**

High School Diploma. Vocational/technical training in Microsoft programs including Google Suite, Word, Excel, PowerPoint; experience maintaining databases and maintaining, interpreting, and updating query data for reports from these databases, or any combination of education and experience that provides equivalent knowledge, skills, and abilities. Valid driver’s license and personal transportation are required.

**Preferred Qualifications:**

2-5 years of experience in a program or clinical support role. A college degree or some coursework is preferred. Medical Assistant or Nursing Assistant Certification is preferred.

**Required Competencies:**

* Describes factors affecting the health of a community (e.g., equity, income, education, environment)
* Identifies quantitative and qualitative data and information
* Uses information technology in accessing, collecting, analyzing, using, maintaining, and disseminating data and information
* Describes assets and resources that can be used for improving the health of a community
* Contributes to development of program goals and objectives
* Describes organizational strategic plan
* Contributes to implementation of organizational strategic plan
* Identifies current trends (e.g., health, fiscal, social, political, environmental) affecting the health of a community
* Implements policies, programs, and services
* Gathers information for evaluating policies, programs, and services
* Applies strategies for continuous quality improvement
* Communicates in writing and orally with linguistic and cultural proficiency (e.g., using age-appropriate materials, incorporating images)
* Suggests approaches for disseminating public health data and information
* Describes the roles of governmental public health, health care, and other partners in improving the health of a community
* Describes the ways diversity may influence policies, programs, services, and the health of a community
* Recognizes the contribution of diverse perspectives in developing, implementing, and evaluating policies, programs, and services that affect the health of a community
* Describes the value of a diverse public health workforce
* Describes the programs and services provided by governmental and nongovernmental organizations to improve the health of a community
* Collaborates with community partners to improve health in a community (e.g., participates in committees, shares data and information, connects people to resources)
* Provides information for development of contracts and other agreements for programs and services
* Motivates colleagues for the purpose of achieving program and organizational goals (e.g., participating in teams, encouraging sharing of ideas, respecting different points of view)
* Describes program performance standards and measures
* Uses performance management systems for program and organizational improvement
* Participates in professional development opportunities
* Describes the impact of changes (e.g., social, political, economic, scientific) on organizational practices
* Describes ways to improve individual and program performance

**Physical Requirements:**

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 50 pounds of force; work requires speaking and hearing, repetitive motions, frequently requires standing and reaching with hands and arms and occasionally requires sitting, walking, climbing stairs, balancing, stooping, kneeling, crouching or crawling, pushing, pulling and lifting. Work requires close vision, ability to adjust focus, color perception and peripheral vision, vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to

others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written computer data, operating machines and observing general surroundings and activities.

**Special Requirements**

Must be able to pass a background investigation.

**Environmental Ability**

Ability to work under generally safe and comfortable conditions where exposure to environmental factors poses little risk of injury.

Pierce County is an Equal Opportunity Employer. In compliance with the American Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee’s signature Date Supervisor’s signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Personnel Department Date