



Choctaw Health Center
Nursing
210 Hospital Circle
Choctaw, MS 39350-6781
PH: 601.389.4250
Fax: 601.389.4201

JOB ANNOUNCEMENT #480121

POSITION: Ward Clerk
SALARY: Grade 8
SUPERVISOR: Director of Nursing Service
JOB LOCATION: Choctaw Health Center
TYPE OF EMPLOYMENT: Regular FullTime/Non-Exempt
OPENING DATE: SEPTEMBER 10, 2024 ~~SEP 10 2024~~
CLOSING DATE: SEPTEMBER 17, 2024 OR UNTIL FILLED

Mission Statement: *The Mission of the Choctaw Health Center is to raise the health status of the Choctaw People to the highest level possible.*

Vision Statement: *Our vision is to achieve a healthy community through holistic health services in a culturally sensitive environment, in partnership with satisfied customers, dedicated employees and the Choctaw community.*

SCOPE OF SERVICE AND EFFECT:

The Choctaw Health Center is centrally located in Choctaw, Mississippi off of State Highway 16W on the Mississippi Band of Choctaw Indian Reservation. The Tribe consists of 8 communities: Bogue Chitto, Bogue Homa, Conehatta, Crystal Ridge, Pearl River, Red Water, Standing Pine and Tucker. It serves approximately 11,000 (+) members of the tribe's population across a ten-county area in Central Mississippi. The facility is a 180,000 square foot comprehensive health care center with three satellite clinics located in the Choctaw communities of Bogue Chitto, Conehatta, and Red Water.

The position of Ward Clerk is stationed within the Choctaw Health Center at Choctaw, Mississippi. The Ward Clerk positions for the Satellite Clinics will be located at their respective clinics in the Bogue Chitto, Conehatta, and the RedWater communities. The purpose of the position is to provide supportive and/or clerical measures to the nursing personnel and healthcare providers.

The hospital consists of a 20 bed Inpatient Unit, Primary Care Clinic, and an Emergency Department. Services are provided to the general medical, pediatrics, adolescents, adult, and geriatric clients of the Choctaw Health Center.

DUTIES AND RESPONSIBILITIES:

1. Understands infection prevention and control policies. Demonstrates mastery of hand hygiene, transmission precautions, standard precautions, equipment and environmental cleaning.
2. The Ward Clerk is responsible for the general upkeep of the unit, stocking supplies, and making sure necessary equipment is in working order.
3. Preserves confidentiality of patient information in accordance with the Privacy Act.
4. Possesses understanding of the medical field including medical terminology.
5. The position requires the individual to be courteous, tactful, and capable of using one's own judgement in dealing with incoming calls. Must possess a keen attention to detail.
6. The Ward Clerk will act as the Receptionist for the Department assigned to connect with patients, visitors, personnel, salesmen, etc.
7. Assist with dietary records, nourishment needs, and charts preparation. Obtains temperature checks for patient refrigerator. Runs errands and picks up mail.
8. It is necessary for the Ward Clerk to learn all Hospital personnel and the functions of each department to be efficient in transferring calls to the appropriate personnel; relaying messages and giving general information.
9. Maintains adequate supply of forms utilized within the department.
10. Must have access and knowledge to use the Electronic Health Record for patient information to perform their duties. Must maintain the confidentiality of patient information at all times.
11. The Ward Clerk in the Emergency Department:
 - a) Greet patients and begins the care process by obtaining and verifying identification, insurance, updates demographic information, generates the ER record and provides necessary forms for nursing staff.
 - b) Monitors ER logbook with accurate data/entries
 - c) Functions with the Emergency Personnel to provide emergency communication during emergencies or disasters (e.g., Code 99, Code Blue, Code Green, etc.) to assure a smooth flow of traffic within the department.
 - d) Monitors and completes all forms as appropriate for data processing and billing including but not limited to ER records, workman's compensation forms

- and Medicaid and Medicare forms.
- e) Must compile or generate daily and monthly reports for the department's Quality Management activities.
12. The Ward Clerk (Primary Care Clinic) is to be familiarized with the appointment system and make appointment for clients accordingly. Will perform all other ward clerk duties as outlined in this policy, unless specified otherwise.
13. The Ward Clerk in the Satellite Clinic:
- a) Managing day to day operations of the clinic by answering and routing telephone calls/messaging systems, scheduling and coordinating appointments, noting cancellations, and reassigning patients appropriately. Conducts the check-in and check-out of patients for the clinic visit through the current system. Provides notification of patient appointments in conjunction with the scheduling system, this can include mailing out appointment letters.
 - b) Maintain appropriate flow of patients.
 - c) Accurate and timely update of patient's demographics at the point of care, i.e. Patient Information forms, MSP forms, obtain copies of insurance cards, scan, and obtain signatures, etc. Verification of insurance for all patients utilizing the current operating system.
 - d) Provides exceptional customer service to patients. Must be courteous, helpful, and friendly. The ward clerk will be required to be courteous, tactful, and capable of using one's own judgment in dealing with incoming calls. It is necessary for the clerk to learn all hospital personnel and the functions/operations of each department to be efficient in transferring calls to the appropriate personnel, relaying messages, and giving general information.
 - e) Assists in the function as a patient advocate; communicates by interpretation with health care providers (HCP) on behalf of patients, as needed.
 - f) Will perform all other ward clerk duties as outlined in this policy, unless specified otherwise. The Ward Clerk/Satellite Clinic assignment shall be exempt from the rotational weekend call back coverage.
14. Personnel must adhere to a Violence Free, Drug/Alcohol free Workplace, as per Nursing Policy (3-4.2KKK) and Tribal Administration Policy (CHO.136-89).
15. Will be subject to call back duty to the Hospital in order to provide adequate coverage.
16. Shares rotational weekend call-back coverage. **Call back duty:** Friday, 4pm - 8am Monday. **Holiday:** Duty hours will extend 1day before or 1day after regular time to ensure ward clerk coverage.
17. Must report to work in a timely manner.
18. Performs all other duties as assigned by Supervisor.

SUPERVISION AND GUIDANCE:

Supervision and guidance is provided by the Unit Supervisor, or designee, and the Director of Nursing Services.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

There is common exposure to contagious disease. The work includes a certain amount of exposure to hostile and emotionally disturbed patients, relatives, and visitors. Work on the unit requires considerable amount of sitting, walking, and courteous attention to the client's needs.

QUALIFICATIONS:

The Ward Clerk must possess the following educational and/or work experience:

- 1) Must have High School diploma or GED certificate.
- 2) Must have good oral communication skills.
- 3) The Ward Clerk must be fluent in both the Choctaw and English languages.
- 4) Must be able to work flexible hours and weekends;
- 5) Must possess a reliable contact number.
- 6) Typing and computer skills are required at acceptable proficiency rates.
- 7) Skilled in interpersonal relationships and the ability to effectively communicate with the general public and occasionally handle the hostile and disgruntled client.
- 8) Must have reliable transportation and possess a valid Mississippi driver's license and automobile liability insurance. *** REQUIRED**
- 9) Must have a current working telephone number at all times.
- 10) Completion of Criminal Background Investigation and must pass a pre-employment drug test.
- 11) If participating in job-related continuing education/certification, he/she is required to provide service to the facility, for a minimum of one year, after last CEU/certification attendance.

In accordance with the Choctaw Health Center Employee Health Program, an employee screening will be performed upon hire. Employees are encouraged to continue to receive routine examinations with their clinical provider of choice.

*****CHOCTAW HEALTH CENTER PROPERTIES ARE TOBACCO FREE*****

NOTE: The Administrative Personnel Policy & Procedures of the Mississippi Band of Choctaw Indians, Native American Preference, Section II (A), have been revised and approved, as follows:

Further bolstering this Native American preference to promote employment of MBCI members, it is the policy of MBCI to employ persons(s) who are not members of MBCI only when no qualified member of MBCI, who has applied for the position, can be trained or upgraded to fill a given job vacancy within a reasonable period of time at a reasonable cost, and then only when a Waiver of Native American Preference has been secured from the Committee on Human Resources, Training and Development on a case-by-case basis.

The authority to waive Native American Preference laws can be exercised by the Committee on Human Resources, Training and Development. The Committee will exercise its discretion to do so only when a motion is made by a committee member to support such waiver and the Committee determines by reviewing the facts and appropriate written documentation that a waiver is justified. A waiver to allow the employment of a person who is not a member of MBCI, or to employ a person who is Native American outside the order of preference set forth in this Policy, can be made by the Committee only for as long as the person who is granted the waiver remains in the position for which the waiver was granted. That waiver does not apply to other openings which the person who is granted the waiver may request a promotion or transfer for, or apply for. The Committee only has the right to approve or disapprove a waiver that has been requested by Executive Branch supervisors, and has no right to direct, demand, or coerce any executive Branch supervisor or personnel that any specific applicant other than the one for which waiver is sought, be employed.

IF INTERESTED, SEND APPLICATION TO:

**Mississippi Band of Choctaw Indians
Human Resources
P. O. Box 6033, Choctaw Branch
Choctaw, MS 39350**