



Emergence Health Network

El Paso Center for Mental Health/Intellectual Disabilities

Clinical Executive Assistant

Job Code: EA - 112

Revision Date: August 8, 2023

Starting Salary: \$19.52 hourly; \$40,606 annually

FLSA: Exempt

Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

General Description

The purpose of this job is to provide complex professional, clerical, administrative and technical level skills to provide responsible and confidential administrative support requiring specialized knowledge and the ability to interpret broadly defined policies and procedures. This position specifically requires an understanding of clinical operations and the patient care processes to a degree that medical management in EHN programs can be supported from an informed perspective. The position will work closely with the CEO office and is a liaison between the CMO/CNO office and all EHN divisions.

This class works under general supervision, independently developing work methods and sequences.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.

- Provides executive-level support to the medical offices, where necessary, facilitates the needs of the medical leadership reports. Serves as a point of contact for the daily business of the medical offices.
- Coordinates, and reviews work; maintains standards; monitors status of work in progress; inspects completed work assignments; answers questions; gives advice and direction as needed.
- Responsible for all aspects of the Medical administrative operations, including but not limited to coordinating complex schedules, managing competing priorities, maintenance of on-call roster, and medical staff needs. Uses sound decision-making to manage calendar activities in a manner that maximizes the Officer availability, anticipates his/her needs, and allows for proper meeting preparation. Responsible for independently problem-solving scheduling conflicts
- Types, formats, edits, revises, proofreads and prints reports, correspondence, memoranda, contracts, agreements, technical charts, tables and other specialized materials.

- Handles inquiries and requests from the public and other departments; provides general and specialized information regarding assigned functions that require the use of judgment, tact and sensitivity and the interpretation of policies, rules and procedures.
- Skillfully handles complaints and inquiries regarding department functions and responsibilities; researches and responds to requests or refers complaints and requests to other staff when warranted.
- Researches and collects financial, statistical, technical and specialized data from multiple sources for assigned research and special projects which may be sensitive in nature.
- Setup and maintain specialized office files, files letters, reports, personnel records and related technical information in the prescribed manner. Assembles information for others' use.
- Prepares and maintains departmental records, correspondence, and reports for meetings, notices, agendas, and other matters; may take and transcribe minutes of meetings.
- Takes minutes of specific meetings and ensures proper follow-up from meeting activities and outcomes.
- Can provide direct care to patients within discipline scope of practice and performs functions in accordance with current accepted practice, licensure, certification, credentialing and or granted privileges, as needed.
- Uses data and technology to monitor systems, programs, and patient related care initiatives to suggest improvements, lead projects and implement change in conjunction with the Medical office.
- Maintains the highest level of confidentiality and discretion.
- Provides the Board committees support as required by the Medical office.
- Will need to cover the EHN front desk as needed.
- Performs other duties as assigned.

Minimum Education and Experience Requirements

Requires a Bachelor's degree supplemented by four (4) years of secretarial or administrative experience; **OR** possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities. Bachelor's degree preferred.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

Required Knowledge and Abilities

Knowledge of trauma-informed theories, principles, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

Physical Demands

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 30 pounds of force on a regular and recurring basis or sustained keyboard operations.

Unavoidable Hazards (Work Environment)

- Involves routine and frequent exposure to:
 - Bright/ dim light, dust, and pollen.
 - Other extreme hazards not listed above.

Special Certifications and Licenses

- Requires Certified Medical Assistant Certificate from the following: CMA (AAMA) American Association of Certified medical assistant, (RMA) American Medical Technologists, (CCMA) National Health Career Association NRCMA through National Associate of Health Professionals in the state of Texas by the Board of Nurse Examiners **OR** Licensed Vocational Nurse (LVN) the state of Texas by the Board of Nurse Examiners
- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

Americans with Disabilities Act Compliance (ADA)

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Other Job Characteristics

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

Note: This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.