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**Karuk Community Health Clinic**  
64236 Second Avenue  
Post Office Box 316  
Happy Camp, CA 96039  
Phone: (530) 493-5257  
Fax: (530) 493-5270

# Karuk Tribe



**Administrative Office**  
Phone: (530) 493-1600 • Fax: (530) 493-5322  
64236 Second Avenue • Post Office Box 1016 • Happy Camp, CA 96039

**Karuk Dental Clinic**  
64236 Second Avenue  
Post Office Box 1016  
Happy Camp, CA 96039  
Phone: (530) 493-2201  
Fax: (530) 493-5364

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## Vacancy Announcement

The Karuk Tribe is now accepting applications for the position of:

**Title:** On-Call Medical Clinic Receptionist / On-Call Medical Assistant

**Reports To:** Family Nurse Practitioner

**Locations:** Orleans

**Salary:** On-Call Medical Clinic Receptionist:  
• \$9.50 to \$10.50 per hour, depending on experience  
On-Call Medical Assistant:  
• \$10.50 to \$12.50 per hour, depending on experience

**Summary:** Shall fill-in as medical clinic receptionist or medical assistant as needed. As receptionist, shall retrieve and interview incoming patients to obtain or update required patient information. Shall answer and route telephone calls and respond to telephone and in person requests for clinic information. Must be knowledgeable of policies, procedures and patient rights and shall so advise patients. Shall encourage patients to adhere to appropriate behavior as described in the policy on patient conduct. Shall schedule, reschedule and cancel appointment using the RPMS Data System. Shall work with the entire healthcare team to promote a positive attitude and an environment of patient-centered service, continuous quality improvement, compliance with AAAHC Ambulatory Healthcare Standards and other statutory requirements.

### **Application Deadline: (Open Until Filled)**

Job descriptions and applications are available online at: [www.karuk.us/jobs](http://www.karuk.us/jobs), or Human Resource Manager, Karuk Tribe, PO Box 1016, Happy Camp, California 96039.

- Telephone (530) 439-1600, ext: 2010
- Fax: (530) 493-1611, or (530) 493-5322
- Email: [lcolegrove@karuk.us](mailto:lcolegrove@karuk.us)

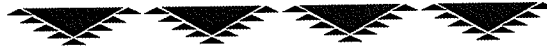
The Karuk Tribe's **(TERO) Preference, Drug & Alcohol Policy** apply. If selected, applicants must successfully pass a drug screening test and be willing to submit to a criminal background check.

Applicant's must submit an employment application to the Karuk Tribe, Human Resource Department no later than the deadline listed.

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## Position Description

**Title:** On-Call Medical Clinic Receptionist / On-Call Medical Assistant

**Reports To:** Family Nurse Practitioner

**Locations:** Orleans

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\$9.50 to \$10.50 per hour, depending on experience  
On-Call Medical Assistant:  
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**Summary:** Shall fill-in as medical clinic receptionist or medical assistant as needed. As receptionist, shall retrieve and interview incoming patients to obtain or update required patient information. Shall answer and route telephone calls and respond to telephone and in person requests for clinic information. Must be knowledgeable of policies, procedures and patient rights and shall so advise patients. Shall encourage patients to adhere to appropriate behavior as described in the policy on patient conduct. Shall schedule, reschedule and cancel appointment using the RPMS Data System. Shall work with the entire healthcare team to promote a positive attitude and an environment of patient-centered service, continuous quality improvement, compliance with AAAHC Ambulatory Healthcare Standards and other statutory requirements.

As medical assistant, shall work under the direct supervision of the Family Nurse Practitioner to provide medical and nursing support services. These include but are not limited to phlebotomy, injections, and brief assessments such as vital signs, height and weight and reasons for visit. Shall under supervision perform CLIA waived laboratory tests. Shall document in accordance with the established PCC policy. Shall provide assistance with special patient educational programs. Shall work as a team member and comply with AAAHC standards. Shall have knowledge of and understand clinic policy and procedures.

**Classification:** On-Call, Non-Exempt, Non-Entry Level

### Responsibilities:

1. Shall proficiently schedule, reschedule, and cancel patient appointments using RPMS, the patient registration and appointment scheduling modules.
2. Shall consistently print the schedule for the next business day and pull all the charts for the scheduled appointments.
3. Shall efficiently collect billing information, e.g., MediCal, Medicare, and Private Insurance, compile pertinent daily sheet information, etc., and shall correctly collect and record payments, including the use of credit card verification and processing machines.

4. Shall be consistent in the registering of patients, noting the time of arrival, checking for changes in eligibility or reimbursement status and updating their demographic information on RPMS.
5. Shall appropriately provide patients with the required intake forms, and assist them as needed
6. Shall effectively advocate acceptable patient conduct in the lobby and shall keep lobby and restroom neat.
7. Shall efficiently answer the telephone and route call(s), record and take messages as appropriate.
8. Shall efficiently contact patients to confirm appointments, notify them of unavoidable delays or cancellations and to send out appointment reminders.
9. Shall appropriately assist patient in getting medications refilled as appropriate.
10. Competently and timely sort incoming mail and messages into distribution boxes, and shall process outgoing mail.
11. Shall provide office support as time allows ex; typing, filing etc.
12. Shall be cross trained in medical records and RPMS Data Entry.
13. Shall maintain the confidentiality, security, and physical safety of patient's health records at all times.
14. Is capably available for local and out of the area travel as required for job related training. Is cooperative in attending all required meetings and functions as requested.
15. Is polite and maintains a priority system in accepting other position related job duties as assigned.
16. Exhibits responsibility for the management of patient care areas, equipment and adequately orders supplies, stocks and cleans exam rooms.
17. Sufficiently ensures the confidentiality, security, and safety of patient billing records, and complies with the requirements of the IHS Privacy Act.
18. Proficiently works under the Family Nurse Practitioner's supervision in the dispensing of medications (if applicable), setting up for minor surgeries and assisting, and ensuring informed consent is signed.
19. Is competent in providing medical and nursing support services including but not limited to assessment, patient education, brief assessments including vital signs, height, weight and reason for visit, laboratory services, phlebotomy and injections, medication administration (if applicable), therapeutic services, emergency care, and triage.
20. Displays age specific competence in working with the following age groups: infant, toddler, preschool, school age, adolescents, early adult, young adult, middle adult, and geriatric.
21. Accurately documents using approved PCC policy and SOAP format.
22. Diligently, under supervision, performs CLIA waived laboratory test.

23. Appropriately provides assistance with special patient educational programs.
24. Efficiently collects data and monitors medical QM activities and reports findings, outcomes, and progress to ACQI Committee while courteously working as a team member to comply with AAAHC standards.
25. Efficiently maintains logs on referrals, medications, lab tests, equipment calibration and maintenance. Capably and appropriately demonstrates sterilization and infection control procedures, including documentation.
26. Cooperatively participates in cross training both to learn and teach in other clinical duties including but not limited to sterilization, tele-medicine, and lab responsibilities.
27. Routine duties shall include providing medical services, and other health care-related services in homes, schools, clinics, job sites, and other community locations within the Karuk Tribe's Service Area.
28. Is readily available for local and out of the area travel as required for job related training and maintains CEU's for applicable licenses. Is cooperative in attending all required meetings and functions as requested.
29. Is courteous in accepting other job related duties as assigned.

**Qualifications:**

1. Demonstrates the ability to work effectively with Native American people in culturally diverse environments.
2. Exhibits the ability to manage time well and work under stressful conditions with an even temperament.
3. Display the ability to establish and maintain harmonious working relationships with other employees and the public.
4. Demonstrates the ability to understand and follow oral and written instructions.

**Requirements:**

1. Must have High School Diploma or equivalent.
2. Must have good computer knowledge and the ability to type 45 WPM, in addition to good clerical skills and knowledge of office machines.
3. Must possess excellent telephone skills and make a positive first impression on patients and visitors to the clinic.
4. Must possess valid driver's license, good driving records, and be insurable by the Tribe's insurance carrier.
5. Must adhere to the confidentiality and HIPAA policies.
6. Must become certified and remain current in infant, child, and adult CPR and First Aid.
7. Must provide documentation of immunity to measles, rubella and/or become immunized with the recommended vaccines, including Hepatitis B. Must test annually for TB.

8. **Medical Assistant:** Must have verification of Medical Assistant proficiency and training. Two years experience as Medical Assistant or CNA, certification in Phlebotomy, and State of California Certification in HIV Pre/Post Test Counseling are preferred. Applicants who are certified as an EMT or higher will receive preference in hiring.
9. Must successfully pass a pre-employment drug screening test and be willing to submit to a criminal background check.

**Tribal Preference Policy:** In accordance with the TERO Ordinance 93-0-01, Tribal Preference will be observed in hiring.

**Veteran's Preference:** It shall be the policy of the Karuk Tribe to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

**Council Approved: 01/31/2013**

**Chairman's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**\*\* Employee must sign position description annually, during their evaluation.**