



Front Door Screener

(Part-Time, Temporary Position)

Responsibilities include: greeting all patients and visitors coming to our facility. Screening patients and visitors for symptoms of COVID 19 to include checking temperature on all patients and visitors entering the facility. Ensure all patients and visitors who enter the facility are wearing a mask, and that social distancing is maintained in waiting area and lobby. Keeping front lobby clean and disinfected throughout the day. This is a temporary, part time position. Individuals with some patient care/medical assistant training are encouraged to apply. Exceptional customer service skills are a must. Bilingual skills are a plus. EOE

To apply, email resume, along with 3 professional references to:

Human Resources Department

Southern Regional AHEC

Email: jobs@sr-ahec.org

Subject: Front Door Screener

For more information about SR-AHEC, please visit www.sr-ahec.org.



Southern Regional AHEC Job Description

Front Door Screener (Full Time Temporary)

Division: CEAS

Effective Date: 7/31/2020

FLSA Status: *Non-Exempt – Full Time Temporary (Less than 1 year)*

Salary Grade/Pay: 15 (Hiring Range: \$10.75 - \$12.46 per hour)

I. POSITION SUMMARY

The Door Screener is responsible for greeting visitors, patients, patient family members, and patient caregivers as they arrive at our clinic. Screeners will inform our patients of their options for care, ask a series of questions, take temperatures, and help to answer any patient questions or concerns. Screeners will direct our patients and caregivers to the right resources while exceeding our patients evolving expectations and ensure patients are getting the patient-first experience.

II. GENERAL RESPONSIBILITIES

Normal duty hours will be from 7:30 AM – 4:30 PM. Evening hours may be required. Flexible Scheduling based on needs of organization. The door screener serves as the first point of contact for our visitors/patients. As patients/visitors enter the facility, greet patient and ask a series of screening questions, take temperature and provide directions for care. Must be familiar with screening processes at SR-AHEC and CDC.

III. ESSENTIAL DUTIES AND RESPONSIBILITIES

100%

- Greeting and screening persons entering the building in a personalized, friendly, and inviting manner.
- Providing masks to patient/visitors if needed, and providing education on the proper wearing and use of the mask.
- If positive screening for COVID-19, direct patients to their vehicle to await call from Triage Nurse.
 - Must obtain name and cell phone number of patient/visitor.
- Direct patients and caregivers to the appropriate resources/department.
- Delivers the patient-first experience.
- Collaborates with staff to answer patient questions.
- Follows HIPAA guidelines and SR-AHEC policy and procedure.
- Maintains cleanliness of front entrance by wiping surfaces of chairs, other furniture items, and other areas that patients/visitors may touch.
- Embodies the strength of personal character. Places value on being an open and honest communicator who displays high moral and ethical conduct, integrity, adaptability, and sound judgment. Result-oriented problem solver who is responsible and accountable.
- Performs other duties as assigned

IV. QUALIFICATIONS

- High school diploma
- Bi-lingual employee would be an asset.
- Successful completion (or current enrolment) of a medical program such as Medical Office Assistant would be an asset.
- Positive “customer service” attitude, pleasant and professional demeanor, demonstrated communication skills.
- Excellent problem-solving skills and demonstrated ability to work both independently and as a team member to achieve desired results.
- Exceptional organizational, time management and prioritization skills.
- Ability to work well under pressure and handle difficult situations in a calm manner.
- Comfortable working in a busy clinical setting.
- Ability to use oral, temporal and thermal thermometers.

V. PHYSICAL DEMANDS

- Able to lift a minimum of 25 pounds.
- Able to sit or stand for long periods of time.
- Must be able to clean with appropriate disinfectants.
- Must be able to properly answer telephone and transfer calls if necessary.
- Must be able to wear appropriate Personal Protective Equipment (PPE) all day.

VI. WORK ENVIRONMENT

- Must be able to work in warm or cold settings.
- May be required to work outside while wearing PPE

Employee

Date

Supervisor

Date