



## VALLEY HEALTH TEAM

LIVE BETTER. VIVE MEJOR.

### JOB DESCRIPTION

POSITION: RESIDENCY PROGRAM ADMINISTRATIVE ASSISTANT  
REPORTS TO: PROGRAM COORDINATOR/SUPERVISOR AND PROGRAM DIRECTOR  
POSITIONS SUPERVISED: NONE  
CLASS: REGULAR  
CAT: FULL-TIME  
HOURLY

#### **BASIC FUNCTIONS:**

Provides general administrative support to Residency Program Coordinator/Supervisor, Program Director and Faculty members of the Family Medicine Residency Program.

#### **DUTIES AND RESPONSIBILITIES:**

1. Interprets and applies policies from ACGME, other national accrediting agencies, partnering hospitals and health care facilities, to support compliance with applicable laws and regulations.
2. Assist with recruitment of new residents including scheduling, creating and organizing materials.
3. Assist with onboarding and orientation of new residents including scheduling, creating and organizing materials.
4. Assist with graduation, resident retreat and other special events including scheduling, creating and organizing materials.
5. Assist with organizing meetings, preparing and distributing of materials for meeting, conferences, and lectures.
6. Assist with developing brochures, invitations, or advertisements for events/lectures and other activities.
7. Assist with verifying trainees' status and activities.
8. Assist with the preparation for ACGME Site Visits and internal reviews.
9. Assist with monitoring residents' duty hours and continuity clinic experience via regular review of data reports.
10. Assists with exiting of residents including the processing of necessary documents and coordinating with GME Office and Human Resources.
11. Assist with data input into Med Hub/E\*Value as directed by the Program Coordinator/Supervisor
12. Assist with maintenance of filing, record keeping, distribution of materials, and other types of office/program systems.
13. Assist with audit of residents' clinic schedules in NextGen.
14. Assist with materials for specialty-specific trainee exams and may assist with proctoring exams.
15. Assist with maintaining databases with resident and faculty data, including residency management software.
16. Assist with ordering equipment and supplies for the training office.
17. Assist with the departmental annual events including recruitment, orientation, faculty retreats, as well as various meetings and program-related events.
18. Assist with conducting patient evaluations for all residents'.
19. Assists in the preparation for ACGME Site Visits and internal reviews.
20. Provide general administrative support to residents, faculty, and program staff. (i.e. residency verifications, reimbursements, write/edit documents, forms, brochures, presentations, posters, etc.)
21. Performs other duties as assigned by the Program Coordinator/Supervisor and/or the Program Director.
22. On a temporary basis, may be required to work at any satellite facility.
23. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
24. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
25. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class

Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.

26. Practice CICARE phone etiquette during all phone interactions.
27. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
28. Respect privacy and dignity of our patients, family members, visitors and co-workers.
29. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
30. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
31. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
32. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
33. Perform other related duties, which may be inclusive, but not listed in the job description.

**MINIMUM QUALIFICATIONS:**

1. Associates Degree (in Business Administration, Public Administration, Health Administration or related field). Equivalent combination of experience and/or education will be considered in lieu of an associate's degree.
2. Must be computer literate and have working knowledge of MS Office Suite (e.g. Word, Excel, Power Point, Access, Visio, etc.)
3. Be self-motivated and have the ability to prioritize work and meet deadlines
4. Be well versed in modern office practices and procedures (including email)
5. Excellent oral and written communication skills – be able to provide information in a clear and concise manner; good interpersonal skills
6. Must demonstrate integrity, sound judgment and teamwork skills
7. Maintain and support the highest level of quality standards and customer service
8. Prior experience with a residency program preferred.
9. Fluent conversational English preferred
10. Ability to be flexible with work schedule.
11. Must have own transportation, valid California Driver's License and current proof of automobile insurance coverage
12. Capacity to provide world-class patient experience using CICARE principles and practices, take initiative to provide a world class patient experience in all encounters via email, phone or in person
13. Ability to be proactive.

**TYPICAL WORKING CONDITIONS:** The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

**TYPICAL PHYSICAL DEMANDS:** Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand that Valley Health Team Inc. will not be responsible in any manner for terminations

which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date