Public Health Office Assistant

Onsite | Greene County Health Department, Afton, TN

Who we are and how we impact Tennessee:

TDH incorporates our values into the work we do each day to achieve our mission, live our vision and address our strategic priorities.

Mission:
Protect, promote, and improve the health and well-being of all people in Tennessee.

Vision:
- Healthy People
- Healthy Communities
- Healthy Tennessee

Our Values:
- Trust
- Compassion
- Service
- Excellence

Strategic Priorities:
- Prevention
- Access
- Efficiency
- Engagement
- Equity
- Workforce
- Excellence
- Innovation

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Links for more info:
TDH Careers
TN State Careers
TN State Benefits
ParTNers for Health

Position & Program Overview:

An employee in this class performs some combination of patient registration, scheduling, patient checkout, fee/payment collection, accounts reconciliation, insurance, eligibility determination, patient education, WIC voucher disbursement, vital records processing, medical records duties, TennCare enrollment coordination; may also perform some property and procurement or personnel duties.

Education Requirements:

Education equivalent to graduation from a standard high school.

Minimum Qualifications:

Education equivalent to graduation from a standard high school and experience equivalent to two years of full-time customer service delivery and/or clerical office work (medical/healthcare office experience is preferred).

Key Responsibilities:

· Complies with and adapts to current state and federal program and policies and all applicable laws.
· Handles complaints, settles disputes and resolves grievances and conflicts with others.
· Reviews departmental policies and procedures to keep abreast of any changes, revisions, or additions.
· Complies with all state and federal program guidelines, policies, and laws to determine eligibility for services.
· Processes the cash drawer and balance, deposits, credit cards, etc. to ensure fiscal accountability.
· Reviews documentation such as income, residency, identification, citizenship, and insurance information to determine if client qualifies for services based on information provided
· Analyzes and determines eligibility for program services provided by the Department of Health and other referring agencies.
· Conducts peer training for employees in areas as assigned.
· Maintains a positive, constructive, and cooperative communication with supervisors, peers or subordinates.
· Interacts with multiple computer software systems and websites to enter and receive information.
· Enters collected data into the Health Department management information systems (e.g. EMR, PTBMIS, etc.

Additional Benefits/Contact Information:

Starting salary is $31,284 annually plus excellent county benefits.
To apply, send resume to Kim Brown at Kimberly.L.Brown@tn.gov

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status, or any other category protected by state and/or federal civil rights laws.