



Community Health Programs

The mission of Community Health Programs is to improve the health of people throughout Berkshire County by delivering exceptional compassionate health care.

Job Title: COVID-19 Patient Assistant
Department: LFP
FLSA Status: Non-Exempt
Hours: Full Time - Temporary
Operationally Reports To: Practice Manager
Direct Reports: N/A
Updated: January 2021

Summary: The COVID-19 Patient Assistant will work in the medical office. Patient Assistant will work with and receive supervision from the practice manager to screen patients at check-in and to prepare exam rooms in between patients. This person will support CHP's mission, vision, and values and will adhere to compliance protocols as well as CHP's policies and procedures.

COVID-19 Patient Assistant Essential Duties and Responsibilities:

Customer Service Skills:

- Responds to requests for service and assistance.
- Meets commitments and is punctual; strong work ethic.
- Follows policies and procedures.
- Completes tasks correctly and on time.
- Supports organization's goals and values.

Interpersonal Skills:

- Maintains confidentiality.
- Keeps emotions under control.
- Professional, welcoming personality.
- Contributes to building a positive team spirit.

Oral and Written Communication:

- Responds well to questions.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills:

S/he must have the ability to read and comprehend simple instructions.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform 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 is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is required to walk. The employee must lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

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.

Education/Experience:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School Diploma or Equivalent
- No experience necessary

Physical Requirements:

- See ADA form