

## UW HEALTH JOB DESCRIPTION

### YOUTH APPRENTICE – CLINIC ASSISTANT

<b>Job Code: 540081</b>	<b>FLSA Status: Non-Exempt</b>	<b>Mgt. Approval: B. Willey</b>	<b>Date: May 2022</b>
<b>Department : AHECP, Across the System</b>		<b>HR Approval: S. Whitlock</b>	<b>Date: May 2022</b>

### JOB SUMMARY

The Youth Apprentice-Clinic Assistant is responsible for a variety of technical and administrative functions within the patient care setting and provides support for daily clinic operations and the patient care team. Responsibilities will vary by setting but may include: arriving patients at the time of appointment, answering a multi-line phone system, exam and procedure room stocking, cleaning and sterile processing of instruments and procedure scopes, completing clinic opening and/or closing tasks, providing administrative support to provide optimal patient care and area operation, demonstrating proficiency in the use of computers for all aspects of documentation, completing required training and competencies, assisting with quality improvement projects, and additional duties as requested.

### MAJOR RESPONSIBILITIES

The Youth Apprentice will learn skills and assist in the following areas:

#### Clinical Support

- Assist with quality improvement projects such as communication of waits and delays and chart audits
- Clean and examine procedure tables, equipment, and other work areas according to infection control and/or isolation procedures
- Stock exam/procedure rooms as assigned, inventory specialty items, and initiate reordering of supplies as needed
- Report non-functioning or defective equipment to supervisor immediately
- Ensure all supplies, including procedure trays, are up-to-date and replace expired materials as necessary by following sterile processing procedures
- Clean and sterilize procedure scopes
- Complete daily opening and/or closing of clinic checks, ensuring that defibrillator and other safety equipment is working properly
- Assist with completing daily glucometer checks and report any issues immediately to supervisor
- Assist with downloading patient glucometer readings for clinic visits
- Other duties as assigned

#### Administrative Support

- Provide clerical support to facilitate optimal patient care and area operation
- Demonstrate proficiency in the use of computers for all aspects of documentation
- Prepare and maintain medical records, including ordering, filing, copying, mailing, or printing where appropriate
- Arrive in-person and/or telehealth visits in patient software
- Evaluate monthly facility changes

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

Education	Minimum	High school senior, 17+ years old, on track to graduate. Completion of at least two (2) health science courses (MedTerms).
	Preferred	
Work Experience	Minimum	Six (6) months customer service
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		
<ul style="list-style-type: none"> <li>• Excellent verbal, listening, and communication skills</li> <li>• Basic computer and typing skills</li> <li>• Knowledge of medical terminology</li> <li>• Ability to handle multiple priorities simultaneously and be flexible in response to changing demands</li> <li>• Excellent organizational skills</li> <li>• Ability to think independently and demonstrate good problem-solving skills</li> <li>• Ability to work in a team and collaborate with a variety of individuals in a positive matter</li> <li>• May need to float to other clinics based on operational needs</li> <li>• Basic knowledge of sterile techniques, universal precautions, OSHA standards preferred</li> <li>• Demonstrate ethical and professional behaviors at all times</li> </ul>		

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### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<b>x</b>	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
<b>x</b>	Toddlers (1 – 3 years)	<b>x</b>	Young Adult (20 – 40 years)
<b>x</b>	Preschool (4 – 5 years)	<b>x</b>	Middle Adult (41 – 65 years)
	School Age (6 – 12 years)	<b>x</b>	Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
x	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

**Note:** The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.