



## COVID Tester

### JOB DESCRIPTION

**Business Unit:** Aspire Indiana Health

**Department:** FQHC

**Reports to:** VP, Primary Care

**Created:** 8/14/2020

**Location:** Noblesville Admin

**Site:** As Assigned

**FLSA Classification:** Full-Time, Non-Exempt

**Modified:** 08/25/2020

#### POSITION SUMMARY

The Covid Tester will perform various duties related to Covid-19 testing of Hamilton County residents and other Hoosiers, including but not limited to; checking-in clients, administering nasal-pharyngeal and/or lower nasal swabs, storing test samples in accordance with department policy, ensuring clean work spaces and ensuring that staff and client safety and appropriate usage of PPE. This position will consistently communicate with the administrative contact and coordinate services to the highest quality. As a Covid Tester, you should continuously promote the direction and expectations set forth by that team, in conjunction with the administration of Aspire Indiana. This is a grant funded position and is expected to end in June 2021.

#### ESSENTIAL RESPONSIBILITIES:

##### **Covid Testing**

- Greet individuals entering clinics through public entrances, including clients and their guests
- Instruct people entering to utilize hand sanitizer upon entering
- Provide masks for people that do not have a mask upon entering
- Perform COVID-19 testing on those who present for this service
- Complete all required paperwork, data entry as required by the state
- Facilitate transport of the specimen for testing
- Sanitize the waiting area furniture and surfaces in between each use by client and/or guest
- Maintain necessary supplies to perform tasks including masks, hand sanitizer, all required PPE for testing, testing and necessary cleaning supplies

##### **Customer Service**

- Interact with clients in a positive, helpful and professional manner to effectively perform necessary testing, alleviating fears and approaching each client in a positive and friendly manner.
- Respond timely and positively to clients, staff, colleagues and all others in a respectful, courteous and confidential manner via telephone, email or in person
- Foster positive communication

##### **Coordination and Communication**

- Maintain positive, effective communication with Aspire clients, guests, staff and supervisors
- Open to coaching; respond appropriately to direction from management
- Provide ongoing communication and feedback to administrative contact regarding position responsibilities

- Respond in a calm and effective manner to a variety of demands and personality types
- Report any incidents or difficulties with performing these functions to administrative contact in a timely manner

### **Performance**

- Meet or exceed established metrics for individual, department, and organizational goals
- Adhere to Aspire's policies, procedures, and guidelines, including the Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Timely complete all required personnel related documentation according to policies and procedures (e.g., PTO requests, expense sheets, training requests, TB documentation, car insurance, etc.)

### **Professional Development**

- Complete all required Relias training in accordance with Aspire recommendations
- Participate in appropriate team and/or administrative meetings

### **Core Values**

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion
- **Self-Care**- Taking deliberate care of our own mental, emotional, physical, financial, and social well-being

### **Position-Specific Competencies**

- **Decisive** – Demonstrate confidence, initiative and sense of urgency in making decisions on behalf of team and takes responsibility for those decisions
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for clients and staff beliefs, values and judgment
- **Helpful**- Serve clients and staff in a friendly, patient and positive manner in acting as a key externally facing representative of the organization

### **Skills, Knowledge and Abilities**

#### **Education/Experience**

- High School Diploma or equivalent preferred
- Previous experience in a mental health/behavioral health setting and/or medical office setting preferred

#### **Other**

- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism and according to HIPAA guidelines
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols
- Must have strong customer service and interpersonal communication skills
- Must be able to work independently as well as collaboratively within a team setting
- Must have the ability to communicate effectively via phone or in person
- Proactively seek guidance and direction to facilitate the successful completion of all job duties
- Must perform standard, recurring duties according to department policies and procedures and state health department guidelines
- Must work with administrative contact in setting priorities and work objectives. Errors in employee's work are usually prevented through completing prior instructions from supervisor and procedural

safeguards and are detected through supervisory review. Undetected errors may result in negative effects for the department and the public.

- Must have strong customer service and interpersonal communication skills
- Demonstrate respect for the clients confidentiality practices
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Must have the ability to properly put on, remove and wear Personal Protective Equipment (PPE), such as face covering, face shield, gloves, and gown. PPE may be worn for extended periods of time.
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must possess/maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Must have reliable transportation to travel to other sites as needed and attend trainings and/or meetings
- Display a positive work ethic

### **PHYSICAL DEMANDS & WORKING CONDITIONS**

The nature of work (physical, mental and visual demands) is consistent with a high activity, general office environment. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Predominantly an office-based environment; may be required to travel to other sites for testing
- Ability to communicate effectively in person, by phone, email or video
- Daily, weekly, monthly and annual deadlines
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Physical requirements of the job include consistent periods of prolonged sitting or remaining in a stationary position more than 20% of the time; frequent standing and walking, which may include uneven surfaces, kneeling, squatting, crouching up to 70% of the time; some bending, stooping, stretching, reaching less than 10% of the time
- Manual dexterity sufficient to operate common office machines; including but not limited to: keyboard, fax/copiers, telephone system, calculator, and the ability to write and/or type (repeating motions that may include the wrists, hands and/or fingers) more than 50% of the time
- Ability to lift files, open filing cabinets, climb to reach higher files or supplies, and lifting average-weight objects up to 25 lbs less than 30% of the time
- Work Environment: Noise level is minimal and for the most part ambient room temperatures, lighting, and traditional office equipment as found in a typical office. There may be an occasional request to perform a test outside, which would expose the employee to temperatures other than listed.

### **Background Checks**

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

### **Vaccinations**

For those employees who have direct patient contact, it is recommended by the CDC that a record of immunizations be documented and retained in a health personnel file. Written documentation (vaccine record) or titres (blood testing) may be needed to determine immunization status.

**Supervisory Responsibilities**

This position has no supervisory responsibilities

**Work Hazard Category**

Category I - Tasks that involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category II tasks.

**As a result of the duties associated with this job, there is the potential of becoming exposed to blood-borne pathogens and other potentially infectious diseases. To safeguard employees and eliminate the liability placed on Aspire Indiana Health, employees working in this position shall begin the three shot Hepatitis B vaccination and subsequent training within 10 days of their initial job assignment per OSHA 29 CFR 1910.1030 (f)(2)(i). The initial and two subsequent vaccinations shall be administered by the Aspire Indiana Health or Hamilton County Health Department and free of charge to the employee. If the employee has previously received the three shot Hepatitis B vaccination, official documentation must be provided to the supervisor identifying the dates in which each shot was appropriately administered. Yearly influenza vaccine will also be required for this position as well as any Covid-19 related vaccines recommended for this position.**

**Employee Statement of Understanding**

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

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Employee Signature

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Date

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Printed Name