



Wallowa County Health Care District

JOB TITLE: Clinic Courier

FLSA STATUS: Non-Exempt - Union

DEPARTMENT: Wallowa Memorial Medical Clinic

DATE: March, 2023

REPORTS TO: Clinic Supervisor

APPROVED BY: Clinic Administrator

JOB SUMMARY:

The Clinic Courier is responsible for the transportation of medical items among the hospital, clinics, and other healthcare facilities. These items include but are not limited to patient specimens, supplies, documents, etc. The Clinic Courier will manage and coordinate pickups and deliveries throughout the day and will potentially deliver pharmacy orders to patient homes. This position will be subject to initial and periodic driver records review.

MISSION, VISION & VALUES:

The successful candidate(s) must share and demonstrate through job performance (and will be evaluated on) the ability, willingness and successful application of support for the Mission, Vision and Values of the District:

Mission: To provide premier Health Care

Vision: To be a recognized leader in mission focus, quality care, and fiscal strength

Values: Compassion, Respect, Integrity, Quality, Stewardship, and Family

ESSENTIAL DUTIES & RESPONSIBILITIES:

Include the following and other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

- Drive a non-commercial vehicle throughout the shift on various roads and in varying weather conditions.
- Safely transport patient specimens, medical records, hospital supplies, interoffice mail, and related material in a timely manner.
- Demonstrate safe and courteous driving behavior recognizing you are representing the hospital and medical clinics in the community.
- Strictly observe operating policies, procedures and service schedules.
- Present a professional image to patients, co-workers, visitors and the public through appearance and interaction.
- Conduct pre/post trip vehicle inspections and maintain a clean, neat, and orderly vehicle.

EDUCATION & EXPERIENCE:

- High School Diploma, or equivalent education preferred.
- Valid and unrestricted driver license.
- Acceptable driving record with no moving violations that resulted in driving privileges being restricted in the last year and no more than 2 moving violations that resulted in driving privileges being restricted in the last 36 months.
- Strong customer service and interpersonal skills required.
- Relevant industry/driving experience preferred.
- Ability to determine efficient routing between multiple points

CORE COMPETENCIES:

- Compassion – Welcomes, mentors and receives new team members. Shows concern for the welfare of others.
- Respect – Manages conflict with respect and dignity for others. Attempts to address issues before escalating.



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- Integrity – Owns professional development and seeks self-development. Uses good judgment in resolving job problems. Generates and evaluates alternative solutions and makes effective and timely decisions.
- Quality - Pays close attention to detail. Strives to achieve excellence in all things.
- Family – Creates and participates in a team environment. Applies effective interpersonal and problem-solving skills when responding to coworkers, patients and visitors.

POSITION SPECIFIC COMPETENCIES:

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Actively looking for ways to help people.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Time Sharing — The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).

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. This job operates primarily in a non-commercial vehicle and often in a professional office environment. This role routinely operates a vehicle for extended periods of time potentially in inclement weather but may also use standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. The noise level in the work environment is usually moderate.

WCHCD CODE of CONDUCT & CONFIDENTIALITY STATEMENT:

As an employee of Wallowa County Health Care District (WCHCD) you must agree to abide by the following code of Conduct/Confidentiality Statement.

I understand and agree that in the performance of my duties I must hold medical information in confidence. I understand that any violation of the confidentiality of medical information may result in punitive action. I will at all times protect the safety of our patient/residents understanding that they are our “customers” and the reason for our employment. I will avoid any and all personal conflicts of interest as it relates to my position at this facility. I agree to abide by the dress code for WCHCD. I will not use any of the assets of WCHCD for personal use. I will abide to all rules and regulations of the State of Oregon and the United States in relation to the operation of a medical facility. I will treat my co-workers at all times in a professional & courteous manner. I will strive to always work as a team player with my co-workers. I agree to report any perceived medical/facility operation noncompliance issues immediately through the compliance reporting process.

I have read and understand the above job description.

Employee Signature

Date