



Wallowa County Health Care District

JOB TITLE: Therapy Aide

FLSA STATUS: Non-Exempt - Union

DEPARTMENT: Rehabilitation Services

DATE: June 2022

REPORTS TO: Administrative Therapy Director

APPROVED BY: Administrative Therapy Director

JOB SUMMARY:

The Front Office Coordinator is a person who is not licensed as physical therapist or physical therapist assistant but can perform treatment-related tasks or by performing non-treatment, patient-related tasks.

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. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Aides the therapist or therapist assistant in a therapy service that is rendered directly to a patient.
- Aides the therapist or physical therapist assistant in preparation of treatment areas, transport of patients, preparation of patients for treatment and other patient related tasks.
- The Aide will be supervised by a therapist or the therapist assistant who is in the same building and within sight or earshot of the aide who is performing the treatment related task.
- The physical therapist or physical therapist assistant will be within the same building to supervise the physical therapist aide in non-treatment patient related tasks.
- Keeps the PT equipment clean and sanitized.
- Schedules the appointments for the Therapists and Therapist Assistant.
- Maintains confidential patient records and maintains proper training for compliance.
- Formulates procedures for systematic retention, protection, retrieval, transfer, and disposal of records.
- Timely preparation of monthly stats and other reports as needed.
- Reporting including coding, billing and collections.
- Maintains contact with customers, patients and outside vendors.
- Maintains a positive and cohesive relationship with all departments at Wallowa County Health Care District.
- Maintains offices & exam rooms as necessary
- Analyzes and organizes office operations and procedures such as coding, preparation of information management, filing systems, requisition of supplies and other clerical services.
- Maximizes office productivity through proficient use of appropriate software applications.
- Pre-authorizations for insurance
- Maintains, helps develop the proper department protocols

QUALIFICATIONS & EXPERIENCE:

To perform this job successfully, an individual must be able to perform each essential duty competently.

- High school diploma or equivalent education preferred.
- On-the-job training in Physical Therapy with completion of 40 hours of training as per the State of Oregon requirements is necessary.
- Previous office experience; excellent computer skills, communications skills and organizational skills are a must.



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- Current CPR Certification.

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.
- 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.
- Stewardship – Careful and responsible management of WCHCD resources. Finds productive work to keep busy during slack periods.
- 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.
- 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.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Speaking — Talking to others to convey information effectively.
- Service Orientation — Actively looking for ways to help people.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Visualization — The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those that 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.

The worker can reasonably anticipate having medium to high risk occupational exposure to blood borne pathogens, i.e., from skin, mucus membranes, or potential contact with blood or other potentially infectious materials. Must be able to wear personal protective gear and handle physically stressful situations, including acute medical situations and infectious or hazardous materials.

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.



Wallowa County Health Care District

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 to the CEO.

I have read and understand the above job description.

Employee Signature

Date

ADA – MENTAL ACTIVITY REQUIREMENTS

Position Being Accessed: PHYSICAL THERAPY ASSISTANT Date Form Completed: 05/03/2017

Form Completed By: AARON GRAY Title: PHYSICAL THERAPY DIRECTOR

Check the applicable mental demands listed. Consider the level of complexity as well as the frequency of the demand of how often each is done during an average work day (if never, leave box blank).

How often (frequently) does the demand occur: Regularly (R) up to 33%, Frequently (F) from 33-66%, or Continuously (C) 66%+.

Interpersonal Interactions – Frequency C 66%+

- Simple – such as basic information exchange, etc.
- Moderate – such as providing work direction or instructions (usually one-on-one), etc.
- Complex – such as coaching, negotiating, selling, making group presentations, etc.

Supervision – Frequency R Up to 33%

- Simple – provides basic work direction and support to small groups (up to 15) of usually skilled and semi-skilled employees.
- Moderate – has limited supervisory responsibility for small to medium groups (up to 15) of usually skilled and semi-skilled employees.
- Complex – has full supervisory responsibility for medium to large groups (16 or more) of usually skilled and highly skilled employees.

Problem-Solving – Frequency F from 33-66%

- Simple – under general supervision, solves problems for self. Complex problems are referred to supervisor.
- Moderate – under limited supervision, anticipates and solves problems for self, and other lower level/same level employees within and outside own department.
- Complex – with little/no supervision or direction, anticipates and solves problems for self and others at all levels of the organization.

Analyzing/Evaluation – Frequency R Up to 33%

- Simple – under direction, examines basic information and/or situations and prepares summaries or draws conclusions for evaluation by others.
- Moderate – under general direction, examines moderately complex information and/or situations and prepares summary, including recommendation for review by others.
- Complex – independently examines complex information and/or situations, evaluates potential impact, options, and makes recommendations.

Decision-Making – Frequency R Up to 33%

- Simple – majority of decisions are made utilizing established policies and procedures, and concern self and/or work responsibilities only.
- Moderate – most decisions are made within company policy constraints, and some latitude exists. Decisions may impact others or the organization
- Complex – decisions are guided by precedent and interpretation of applicable laws, etc. Decisions have a significant impact on others and the organizations.

Equipment Operation – Frequency F from 33-66%

- Simple – operates simple equipment such as telephone, copy machine, simple hand tools, facsimile machine.
- Moderate – operates somewhat complex equipment, often requiring education/training, including computer hardware/software, switchboard, and pallet jack/forklift.
- Complex – operates complex equipment/machinery requiring extensive training and in-depth understanding of various applications, etc.

Discretion/Confidentiality – Frequency C 66% +

- Simple – work responsibilities seldom concern confidential and/or sensitive information.
- Moderate – work responsibilities occasionally concern confidential and/or sensitive information requiring the use of discretion.
- Complex – work responsibilities frequently concern confidential and/or sensitive information requiring the use of discretion at all times.

Math Skills – Frequency R Up to 33%

- Simple – ability to perform basic math computations including addition, subtraction, multiplication, and division.
- Moderate – ability to calculate percentages, work with fractional numbers, and perform simple algebra.
- Complex – ability to perform extrapolation and analysis, using advanced math calculations.

Teamwork – Frequency F from 33-66%

- Simple – majority of work is performed independently, seldom requiring the use of teamwork or cooperation.
- Moderate – teamwork and cooperation are required approximately 50% of the time in order to successfully complete job duties.
- Complex - teamwork and cooperation are essential to the successful completion of own and others job duties.

Read/Write/Speak English – Frequency C 66% +

- Simple – ability to understand and follow basic verbal instructions and respond understandably.
- Moderate – ability to understand and follow somewhat complex verbal and written instructions. Ability to communicate effectively with others, both verbally and in writing.
- Complex – ability to perform complex verbal and written communication face-to-face and in group settings.

Creativity – Frequency R Up to 33%

- Simple – job duties are regular and recurring and seldom require conceptualizing, planning or implementing.
- Moderate – job duties are somewhat varied, occasionally requiring conceptualizing, planning and implementing.
- Complex – job duties are widely diverse, and frequently require conceptualizing, planning and implementing.

Task Handling – Frequency F from 33-66%

- Simple – job duties are repetitive and recurring and focus on a single task, seldom requiring attention to other areas/duties.
- Moderate – job duties tend to be recurring, but occasionally require attention to and/or coordination of concurrent job duties.
- Complex – job duties are widely varied, and frequently require attention to and/or coordination of concurrent job duties.

ADA – PHYSICAL ACTIVITY REQUIREMENTS

Position Assessed: PHYSICAL THERAPY ASSISTANT Date Completed: 05/03/2017

Form Completed By: AARON GRAY Title: PHYSICAL THERAPY DIRECTOR

Check the applicable physical demands listed. Think of the frequency of the demands in terms of how often each is done in a normal 8 hour work day.

PHYSICAL ACTIVITY DEMANDS	NEVER 0%	REGULARLY UP TO 33%	FREQUENTLY 33-66%	CONTINUOUSLY 66 TO 100%
Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bending	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stooping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climbing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fingering	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Grasping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Talking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive Motions Using Hands/Wrists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive Motions Using Feet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Handling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Feeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING OR CARRYING DEMANDS	NEVER 0%	REGULARLY UP TO 33%	FREQUENTLY 33 TO 66 %	CONTINUOUSLY 66 TO 100%
Up to 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11 to 20 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
21 to 50 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
51 to 75 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76 to 100 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over 100 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>