



## **POSITION DESCRIPTION**

### **CKD PROGRAM ASSISTANT**

Reports to: Home Program Manager

Position Status: Non-Exempt

Supervises: No One

Effective Date: 11/01/2023

### **GENERAL SUMMARY**

The CKD Program Assistant is accountable to the Home Program Manager for coordinating CKD classes and services, as well as department sponsored events and workshops. The main role of this position is patient scheduling and reminders, communication with nephrology office staff, and maintaining a CKD database for services provided. This position serves as the initial point of contact for patients and their families, nephrology office staff, and other external providers. The Program Assistant is also responsible for communicating with patients, physicians, and other individuals or organizations, operating telephones, computers, fax machines, and other equipment, or performing other project duties as needed. Additionally, this position is responsible for ordering and managing CKD supplies and educational materials.

### **DUTIES AND RESPONSIBILITIES**

1. Collaborates with the Home Program Manager to organize and prioritize daily tasks.
2. Manages the scheduling of patients and their families for chronic kidney disease (CKD) services.
3. Facilitates the coordination of CKD classes and workshops both within the organization and with external partners.
4. Updates and manages the list of CKD classes on the Northwest Kidney Centers website.
5. Maintains a comprehensive database for CKD, ensuring accurate attendance records and contact information of participants for classes and sponsored events.
6. Responds to inquiries regarding classes, health screening, and educational materials, and distributes requested literature, including nutrition materials, to individuals and organizations.
7. Assists with generating reports and evaluating the CKD program for program statistics and marketing purposes, specifically targeting area Nephrologists.
8. Provides office support, including preparing class materials, organizing records, and managing supply inventory.
9. Proficiently operates office equipment like telephones, computers, copiers, fax machines, and Microsoft Office products, as well as the NKC EMR system.
10. Exhibits strong teamwork skills by effectively collaborating with multiple departments within NKC and external agencies. Additionally,

demonstrates self-sufficiency and adept time management abilities.

11. Acts as a resource to nephrologists, primary care physicians, nutritionists, hospitals, community agencies, kidney patients, NKC staff, and the broader public.
12. Performs other duties and responsibilities as may be required.

### **SUPERVISION and COORDINATION**

The position does not supervise other people. It is responsible for assisting in coordinating CKD activities and events.

### **EXTERNAL CONTACTS**

The position has contacts with patients, families, physicians, NKC staff and other persons or organizations. These contacts are required to help coordinate CKD activities.

### **DECISIONS**

The position is responsible to the Home Program Manager for decision-making required to perform CKD duties and responsibilities. These decisions are based on established procedures and practices.

### **JOB CONDITIONS**

Must be able to communicate effectively in English over the telephone, in writing, and in person. Duties and responsibilities are performed in an office environment. Demonstrated skills in Microsoft Office Products and knowledge of clinical software programs are required. Must have transportation available and a current Washington State Driver's license to travel to various locations as required.

Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers. Requires a high-level of hand-eye coordination. Must have strong visual acuity to read, inspect information on monitors, and perform administrative duties.

Physical requirements include the ability to lift/move objects weighing up to 50 pounds occasionally, and up to 20 pounds frequently. The individual in this position operates the phone, computer, copier, and other office equipment as required. The Executive Assistant is not substantially exposed to adverse environmental factors.

### **CUSTOMER SERVICE STANDARDS**

Staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.

3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

### **EDUCATION AND EXPERIENCE**

The CKD Program Assistant should possess a high school diploma or GED, with a preference for an AA degree and prior experience in a medical office or educational office setting. Knowledge of medical terminology is desirable, as is experience in chronic kidney disease and nephrology.

Proficiency in Microsoft Office products such as Word, Publisher, Access, and Excel are necessary. The role requires flexibility and the ability to handle multiple projects concurrently, collaborating effectively with different departments within NKC and external agencies. The candidate should demonstrate the capability to work independently and manage time efficiently.

Strong organizational skills are essential for prioritizing projects and tasks, as well as for managing several projects simultaneously. The individual must be able to effectively communicate and work with a diverse range of individuals, including medical professionals, patients, board members, volunteers, NKC staff, and the public. The ability to work in a team environment across different organizational departments is also required.

Some local travel may be necessary for this position.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.**

### **REVIEW AND APPROVAL**

DocuSigned by:  


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Sr. Director of Home Modality Operations & Strategy

2/19/2024 | 12:18 PM PST

Date

  
Janelle Ansell  
Director of People Strategy

1/26/24  
Date