

Vaccine Clinic Support Roles – Greeter/Registrar

Owner: Planning

Version: #1

Revision Date: 1/27/2021

Role: Greeter/ Registrar

GENERAL SUMMARY

Provides support to clinic staff as it relates to vaccine clinic operations. Maintains work area. Communicates with patients/consumers related to vaccine process and may perform registration related tasks. Completes related paperwork

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Communicates with patients and colleagues to ensure smooth process and flow of the clinic.
2. Assists with directing patients as requested related to collecting information and registration.
3. Assists patients with answers to questions or other requests.
4. Assists in filling out forms as necessary.
5. Ensures work area is in clean condition, stocked and in good working order. Notifies Vaccine office staff or designee of supply shortages and equipment malfunction.
6. Works as part of a medical team and provides support to other team members.
7. Maintains good rapport and cooperative relationships. Approaches conflict in a constructive manner. Helps to identify problems, offer solutions, and participate in their resolution.
8. Maintains the confidentiality of information acquired pertaining to patient, physicians, employees. Discusses patient and clinic information only among appropriate personnel in appropriately private places.
9. Behaves in accordance with the Mission, Vision and Values of Trinity Health System.
10. Assumes responsibility for performance of job duties in the safest possible manner, to assure personal safety and that of coworkers, and to report all preventable hazards and unsafe practices immediately to management.

REQUIRED EDUCATION, EXPERIENCE AND LICENSURE

1. High School Education or equivalent.

REQUIRED SKILLS AND ABILITIES

1. Interpersonal skills necessary to communicate effectively with physicians, patients, and coworkers.
2. Ability to concentrate and pay close attention to detail when supporting information for

vaccination clinic and patients.

3. Basic computer skills may be necessary.
4. Organizational skills necessary to coordinate work in an environment of many and varied interruptions.
5. Ability to remain calm during stressful or emergent situations.
6. Ability to work independently as well as part of a team.

WORKING CONDITIONS

1. Clinic environment.
2. Frequent work interruptions.
3. Computer use possible.
4. Varied intensity of pace and complexity.

Greeter Role

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT- May provide 4-12 hours/shifts may vary					
1. Check the frequency and number of hours a day the worker is required to do the following specific types of activities:					
ACTIVITY	FREQUENCY				
	N/A	RARELY 0-25%	OCCASIONALLY 25-50%	FREQUENTLY 50-75%	CONTINUALLY 75-100%
a. Sitting				x	
b. Walking			x		
c. Standing			x		
d. Bending		x			
e. Squatting		x			
f. Climbing	x				
g. Kneeling	x				
h. Twisting	x				
i. Lifting	x				
j. Pushing	x				

Registration Role**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT- May provide 4-12 hours/Shifts may vary**

1. Check the frequency and number of hours a day the worker is required to do the following specific types of activities:

ACTIVITY	FREQUENCY				
	N/A	RARELY 0-25%	OCCASIONALLY 25-50%	FREQUENTLY 50-75%	CONTINUALLY 75-100%
a. Sitting				x	
b. Walking			x		
c. Standing			x		
d. Bending		x			
e. Squatting		x			
f. Climbing	x				
g. Kneeling	x				
h. Twisting	x				
i. Lifting	x				
j. Pushing	x				

The above statements are intended to describe the general nature and level of work performed by people assigned to this role. They are not intended to be a complete list of all duties performed.