Medical Secretary Statement of Work

Position Function
This position performs administrative duties in support of the Peace Corps/Lesotho Health Unit. The Medical Secretary (MS) works under the guidance of the Peace Corps Medical Officers (PCMOs) and reports to the Country Director (CD) for administrative issues.

The MS is responsible for providing administrative support, including but not limited to: working as the Health Unit receptionist, screening phone calls, taking messages, coordinating requests, scheduling medical appointments, distribution of medicines to Peace Corps Volunteers (PCVs) under PCMO oversight, and other clerical and administrative functions in support of the PCMO.

Major Duties and Responsibilities

Support to the Health Unit
The Medical Secretary coordinates responsibilities directly with the PCMO. The MS must adhere to confidentiality regarding PCVs’ medical issues and possesses excellent interpersonal and administrative skills.

Administrative Support
- Screens phone calls and takes messages when PCMOs are unavailable.
- Places and returns phone calls for the Health Unit, including scheduling, modifying, and canceling appointments in coordination with PCVs, PCMO, and others, such as consultants and laboratories.
- Follows-up on outstanding consultant and laboratory reports, ensuring this information is relayed to the PCMOs for review.
- Drafts correspondence such as letters, memos, fax covers, etc. at the request of the PCMOs to consultants, PCVs, laboratories, hospitals, etc.
- Routes incoming correspondence to PCMOs, stamps and files correspondence.
• Utilizes PCMEDICS, as trained, to assist the PCMOs and backup providers in the delivery of and documentation of PCV health care.
• Responsible for scanning, labeling, uploading, and filing all documents into PCMEDICS after PCMO review, ensuring three identifiers are on each document.
• Prepares envelopes and packages, including laboratory samples and medical supplies to be sent to PCVs, to the training site, and to other destinations, forwarding them to the appropriate administrative staff for delivery.
• Responsible for photocopying health forms, medical presentation materials, and other related documents.
• Responsible for requesting office supplies and materials for use in the Health unit.
• Regularly updates the list of medical facilities and medical service providers under the instruction and oversight of the PCMO.
• Assists PCMO in reviewing the Volunteer Health Handbook given to PCVs during pre-service training (PST). Updates medical facilities and medical providers’ addresses, contact information, and any other information required in this Handbook.
• Manages the health information material in the Health Unit available to PCVs, stocking brochures, pamphlets, and books. Keeps a detailed list of all books and media materials loaned out.
• Responsible for receiving and registering all medical bills submitted by PCVs and local medical service providers. Submits bills to the PCMO for approval, verifying name of Volunteer, date of services rendered, and that services were requested by the PCMO.
• Keeps updated files of all medical bills presented by PCVs and others.
• Maintains VIDA with up-to-date information regarding PCVs out-of-site for medical purposes.
• Uploads PCV passport face pages and visa pages into PCMEDICS, monitoring regularly to assure accurate and current information.

Medical Supply Duties
• Ensures an adequate supply of disposable materials, maintains internal medical inventory, and keeps PCMO informed.
• Responsible for updating internal medical inventory system (as determined by the PCMO) when medication/supplies are delivered, dispensed, and destroyed.
• Assists the Acceptance Point Clerk (APC) when medical supplies are received.
• Provides documentation to the Medical Supply Inventory Control Clerk (MSICCC) on receiving, dispensing, and disposing of specially designated medications and controlled substances.
• Keeps an accurate control of the expiration dates of all medicines and alerts the PCMO of upcoming expired medications. Removes expired items from the pharmacy and logs all items scheduled for disposal.
• Responsible for organization and shelving of Health Unit supplies.
• Assist PCMO with PCV medical supply requests.
• Prepares draft orders for medical supplies, with PCMO guidance, based on needs, historical data, and inventory availability. Assists the PCMO in ordering medical supplies from PC/HQ or local/regional vendors.
• Maintains files, according to fiscal year, of all ordering, receiving, and dispensing documents in compliance with TG 240: Medical Supplies and Equipment.
• Assists PCMO in the monitoring of the medical supplies budget.

Other Duties
• Acts as a chaperone for PCMO during medical examinations and procedures, as required.
• Attends staff meetings, in-service trainings, and retreats when indicated.
• Understands and complies with Peace Corps safety and security policies and procedures.
• Complies with Peace Corps code of ethics, privacy and confidentiality policies.
• Files all documents produced by the position in accordance with the Peace Corps rules and regulations.

Mandatory Minimum Qualifications

• Five years’ related experience performing clerical and/or secretarial duties in a health care setting (hospital, clinic, private medical facility, etc.)
• Fluent in written and spoken English
• Excellent computer skills, specifically Microsoft Office products (Excel, PowerPoint, Outlook, and Word)
• Knowledge of medical terminology
• Basic knowledge of administration of health units/facilities, including procurement of medical supplies and inventory control
• Ability to respect confidentiality and handle sensitive information discreetly

Desired Qualifications

• Diploma in secretarial studies or related field
• Excellent interpersonal communication skills
• Ability to work within teams
• Previous experience working international organizations
• Ability to work independently and with limited supervision