

UW HEALTH JOB DESCRIPTION

GENETIC COUNSELOR ASSISTANT

Job Code: 780008	FLSA Status: Non-exempt	Mgt. Approval: P. Levonian	Date: May 2023
Department: Genetic Counseling Services	HR Approval: M. Grayson	Date: May 2023	

JOB SUMMARY

The Genetic Counselor Assistant is part of Genetic Counseling Services and supports the best delivery of care to UW Health patients and families receiving genetic services and molecular testing. The Genetic Counselor Assistant is an integral part of UW Health Genetic Counseling Services team and under the supervision of the Director of Genetic Counseling Services, contributes to the management of diverse aspects of the service, including the coordination of care for patients, optimization of clinic and operational workflows, and working collaboratively with the team to create a patient-centered environment.

The Genetic Counselor Assistant is responsible for supporting the genetic counselors and other clinicians with administrative functions, including triaging incoming cases for genetic counselor and geneticist review and assisting with collecting necessary patient clinical information in the inpatient, ambulatory, and service lines settings. Additional responsibilities include coordinating and scheduling appointments, updating patients' electronic medical records, routing telephone calls, assisting with the creation of educational materials and patient letters, participating in team meetings and performance/quality improvement projects, and other duties as assigned. The Genetic Counselor Assistant will also provide cross-coverage and be available to travel to other UW Health clinic locations to provide support as needed.

MAJOR RESPONSIBILITIES

- Obtaining/abstracting medical records for clinical appointments.
- Coordinate and research all insurance coverage for genetic testing for patients. Prepare letters of medical necessity with guidance from genetic counselor.
- Provide patients and families updates about insurance authorizations, decisions, and status of testing.
- Assist with appointment scheduling and phone inquiries related to the genetic services.
- Assist with coordinating genetic testing for family members for both diagnostic testing as well as research genetic testing.
- Assist with patient chart review and case preparation for genetic counselors and other clinicians, as directed.
- Assist with patient follow-up letters regarding testing results.
- Compose and prepare correspondence, newsletters, presentations, and additional materials as needed.
- Perform other duties as assigned.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	1-2 years post high school education
	Preferred	Bachelor's degree in a biological/health science or an equivalent combination of education
Work Experience	Minimum	None
	Preferred	2 years clinical experience in a genetics specialty clinic
Licenses & Certifications	Minimum	
	Preferred	

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Excellent computer skills. Experience with word processing, database, and spreadsheet software programs. • Ability to establish and maintain effective working relationships with coworkers, department administrative staff, interdepartmental contacts, and the public. • Ability to plan and organize the workflow in a busy office/unit environment and be self-directed and work with minimal supervision. • Ability to be flexible in response to changing demands. • Ability to handle a high volume of work under pressure. • Resourceful in problem solving, initiative, and good judgment.
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AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

X	Infants (Birth – 11 months)	X	Adolescent (13 – 19 years)
X	Toddlers (1 – 3 years)	X	Young Adult (20 – 40 years)
X	Preschool (4 – 5 years)	X	Middle Adult (41 – 65 years)
X	School Age (6 – 12 years)	X	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

	Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.