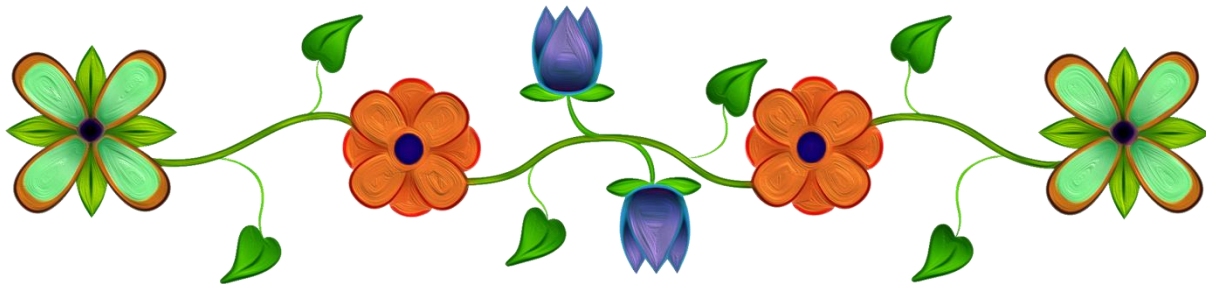


BAD RIVER BAND OF LAKE SUPERIOR TRIBE OF CHIPPEWA INDIANS



Bad River Health & Wellness Center

Open Monday-Friday 8am-4pm (Hours Vary by Dept.)

(715) 682-7133

53585 Nokomis Road

Ashland, WI 54806

Job Title: Therapy Department Aide/ Receptionist (PT,OT,SLP)

Department: Therapy

Hourly Rate: \$18.00/ hour

Exempt: No/ Exempt

Supervisor: Therapy Director

Posting Date: Public

Opens: September 04, 2026

Closes: September 21, 2026 @ 4:30pm

Job Summary: Therapy Aide / Receptionist supports the delivery of high-quality, culturally sensitive therapy services to Tribal community members. This role works collaboratively with audiologists, physical therapists, occupational therapists, speech-language pathologists, chiropractors, and other healthcare staff to ensure a safe, efficient, respectful, and patient-centered environment. Responsibilities include supporting clinical patient care activities by promoting efficient patient flow, preparing treatment spaces and equipment for use, and cleaning, resetting, and appropriately storing treatment areas and equipment following patient visits. The position also supports non-clinical patient care activities as directed by licensed providers, including scheduling appointments, answering phones, greeting patients, and assisting patients with general needs.

Additional responsibilities include maintaining accurate documentation, assisting with prior authorizations, and performing administrative duties that contribute to the efficient and smooth operation of the Therapy Department. This position helps maintain patient comfort, safety, privacy, and confidentiality; promotes a welcoming, respectful, and culturally sensitive environment; and follows all clinic, departmental, infection control, and Tribal health policies and protocols. A strong work ethic, professionalism, flexibility, dependability, excellent customer

service, empathy, and punctuality are essential to provide reliable patient support and contribute to efficient department operations.

Essential Duties and Responsibilities include the following. Other Duties as assigned.

Essential duties and responsibilities include the following. Other duties may be assigned by the Therapy Director, Program Manager, or Supervisor.

- Welcome patients, families, and visitors in a professional, respectful, and culturally sensitive manner.
- Answer telephones, schedule and confirm appointments, manage patient check-in/check-out, and assist with registration and insurance verification as appropriate.
- Coordinate patient flow to support efficient clinic operations and communicate scheduling changes with providers and patients.
- Help with insurance prior authorizations
- Assist with coverage planning to ensure consistent and appropriate reception support throughout clinic hours.
- Prepare treatment rooms, therapy spaces, and audiology equipment before patient appointments.
- Clean, disinfect, organize, and restock treatment areas, therapy supplies, and equipment according to OSHA, CDC, IHS, Tribal Health, and departmental infection control standards.
- Assist audiologists, physical therapists, occupational therapists, speech-language pathologists, and chiropractors with non-clinical patient care activities within the scope of training and under the direction of licensed providers.
- Assist with patient positioning, transfers, mobility, equipment setup, and preparation for treatment while following established safety procedures.
- Prepare therapy materials, adaptive equipment, hearing screening supplies, and treatment resources for patient sessions.
- Support trauma-informed, patient-centered care while communicating respectfully with elders, children, individuals with disabilities, and patients with diverse communication needs.
- Maintain patient confidentiality and comply with HIPAA, Tribal Health, IHS, OSHA, and departmental policies and procedures.

- Utilize appropriate personal protective equipment (PPE) and follow infection prevention,
- bloodborne pathogen, and safety protocols at all times.
- Participate as an active member of the Therapy Department by attending staff meetings,
- department trainings, quality improvement initiatives, and community wellness activities.
- Demonstrate adaptability and overall flexibility as each day will likely look different based on
- patient and provider needs.
- Demonstrate excellent time management skills to accomplish a variety of tasks each day.
- Promote a welcoming, organized, and collaborative environment that supports the mission of
- providing high-quality rehabilitation and audiology services to Tribal community members.
- Perform various other duties as assigned by the Therapy Director, Program Manager, Clinic
- Leadership, or supervisor.

Audiology Aide specific duties:

- Support hearing screenings and community outreach events as directed by licensed
- providers and within established scope of practice.
- Assist with fitting, cleaning, troubleshooting, and maintenance of hearing aids and other
- audiology equipment as directed by the audiologist.
- Maintain therapy equipment, assistive devices, and treatment supplies to ensure they are
- clean, functional, and readily available.
- Document assigned patient information, appointment activities, supply inventories, and
- other non-clinical records accurately and timely.
- Assist with inventory management, ordering, stocking, and organizing departmental
- supplies and equipment.
- Provide patients and families with educational materials and reinforce home program
- instructions as directed by licensed providers.
- Triage patients.
- Audiology Assistant has an opportunity for a clinical role and can work under supervision
- of licensed audiologist
- Opportunity to train for Wisconsin Hearing Instrument Specialist state licensure
- examination, if desired

Therapy Aide specific duties:

- Create shopping lists based on provider's stated needs and complete grocery shopping
- on a weekly basis (or as needed) to acquire necessary items for feeding therapy and/or

- other therapy activities.
- Prepare food for feeding therapy including cooking, baking, washing/chopping/cutting to certain specifications following instructions from provider.
- Prepare items for cooking, baking, sensory, art, and other activities per instructions from the provider.
- Follow cleaning and food prep precautions for all noted food allergies for each patient.
- Maintain food handler's/safety certification.
- Setting up OT/ST evaluations in the treatment space based on the provider's needs for each individual patient.
- Support provider with making copies, printing, laminating visuals, etc.
- Demonstrate understanding and support maintenance of equipment used in therapy spaces.
- Complete any necessary safety checks of equipment with appropriate follow up based on clinic standards for repair or replacement of equipment.
- Assisting patients in filling out any paperwork based on individual needs and preferences to support all learning and communication styles.
- Calling new patients to confirm their appointment(s).
- Guiding patients back to rooms after they check in for PT and Chiropractic as needed.
- Potential for on job training for therapeutic interventions under Chiropractic and Physical Therapist supervision such as therapeutic ultrasound, electric stimulation, hot packs, cold packs.

Cultural Sensitivity: This position requires awareness and deep appreciation of tribal traditions, customs, and socioeconomic needs. It requires the ability at all times to meet and deal effectively in contacts with Native American people and organizations. This requires tact, courtesy, confidentiality, discretion, and sound judgment in handling sensitive issues.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and/or ability required.

Required Education and/or Experience

- High school diploma or GED.
- Demonstrated dependability, strong work ethic, and consistent punctuality.
- Ability to maintain confidentiality and communicate clearly with patients, staff, and therapy providers
- Preferred experience working in customer service with high attention to detail, demonstrated critical thinking skills, adaptability, and overall flexibility.

Preferred Education and/or Experience

- Experience working in a Tribal health system, IHS clinic, or community/public health environment.

- Familiarity with electronic health records
- Understanding of Bad River Tribal community values, traditions, and culturally responsive care practices
- Maintain Valid Driver's License

Other Skills and Abilities:

Required:

- Food Handler/Safety Training: Required; training will be provided on the job.

Background Check:

This position is contingent on the required ability to pass a BRHWC background check. This position requires a valid driver license, to meet eligibility for tribal insurance.

Language Skills:

- Maintain strict compliance with Privacy Act requirements and Confidentiality Policy.

Physical Demands: The physical demands described here are representative of those that must meet by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Must be physically able to perform all job duties.

Work Environment: : The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The noise level in the working environment is usually moderate.

Additional Requirements Successful completion of a background check. Compliance with tribal policies, codes of conduct and employee health standards including immunization requirements.

Drug-Free Workplace in accordance with the Drug-Free Workplace Act of 1988, P.L. 100-690, and the Bad River Tribe's Employee Policy & Procedures Handbook. Indian Preference will be given in accordance with P.L. 93-638 and the Tribe's Preference Policy.

Send Application and Resume To:

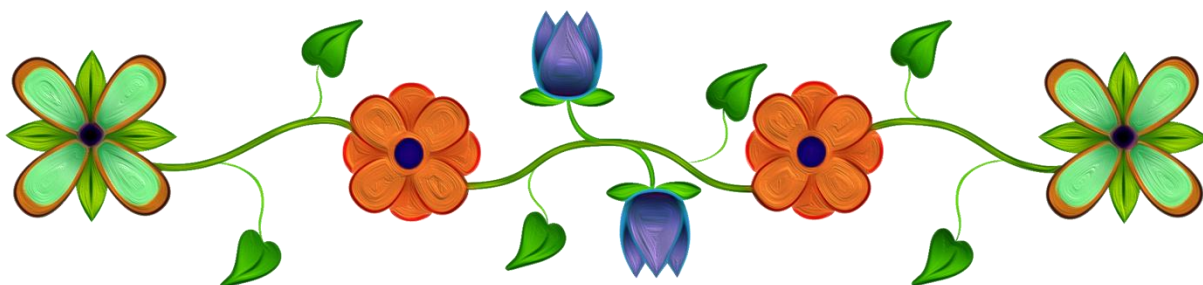
Bad River Tribe

Attn: Human Resources

P.O. Box 39

Odanah, WI 54861

<http://www.badriver-nsn.gov/>



Application material may also be emailed to:

darcie.powless@badriverhwc.com

a.connors@badriverhwc.com