JOB ANNOUNCEMENT

Hamilton-Madison House (HMH) outpatient mental health clinic is seeking to recruit a Program Assistant who will be responsible for the overall administrative support of the CONNECT program. HMH outpatient mental health clinic is a clinic identified by the Department of Health and Mental Hygiene (DOHMH) as a high need area. As such, it has been selected to participate in the CONNECT Demonstration Project to provide rapid access to mental health services in a more flexible and holistic way with the community and the whole person outside the clinic walls and beyond the traditional doctor/therapist-patient interaction. The position is integral part of the team by coordinating and facilitating the effective operation of the team.

Minimum Qualifications:
- Previous administrative experience in direct service program
- Exceptional organizational and time management skills, including ability to maintain well-organized administrative and operational systems, excellent phone demeanor, direct communication skills with clients and family members, government agencies, and agency staff
- Positive attitude, excellent diplomacy, poise and social skills to deal with clients facing a range of problems including serious mental illness, crisis and stress, and substance abuse
- Demonstrated cultural proficiency and experience working with communities of color and/or communities in urban, underserved neighborhoods that bear a disproportionately high burden of illness
- Knowledge and proficiency in Microsoft Office Suite (Word, Excel, and PowerPoint), electronic medical record, and willingness to learn new systems as needed
- Bilingual speaking abilities Cantonese, Mandarin, or Spanish preferred, but not required
- Good sense of humor a plus

Responsibilities:
- An integral staff member providing administrative, reception, and coordination support to facilitate the effective operation of the team
- Triage inquiries, referral phone calls and emails to program staff, and escalate to the Program Director when necessary
- High level of comfort having contact with clients that come onsite
- Assist staff in maintaining client medical records and computerized data to ensure compliance with Medicaid, NYC OMH, DOHMH, and HMH policies and procedures
- Coordinate with billing team to ensure eligibility and ensure accurate and timely billing for services and denials are resolved
- Maintains clinical authorization schedule, gathering and providing necessary information to managed care organizations
• Maintains and updates program materials, forms, office supplies and assists Program Director in creating and formulating documents and forms
• Manage, prepare, and process check requests, purchase orders, travel requests, and travel reimbursement
• Maintains up to date client records by filing clinical information in a timely manner and conduct electronic charting audit to ensure all documents are completed in accordance with regulations
• Maintains accurate medical insurance information, keeping track of individuals’ need for authorization of service
• Maintains accounting and budget records for client and program expenditures ensuring that audit requirements are met
• Maintains statistical and billing data related to the operation of the program to ensure compliance with DOHMH contract
• Maintains staff attendance records and distributes paychecks
• Participates in the program and departmental meetings and performance improvement activities as necessary

Compensation: Commensurate with qualifications and experience
Hours: Monday to Saturday, Flexible, 37.5 hours per week
To Apply: Submit your cover letter and resume to Human Resources
Fax: 212-349-2793
Email: hrdept@hmhonline.org

Posting Date: February 10, 2022
Application Deadline: Until filled

Hamilton-Madison House is an Equal Opportunity Employer