

Position Description:

Mental Health Resource Center, a comprehensive mental health center and Joint commission accredited organization is seeking an **Administrative Assistant** to join the Adult Florida Assertive Community Treatment (FACT) Lite Program in the **Jacksonville** area.

The Administrative Assistant is responsible for organizing, coordinating, and monitoring the non-clinical operations of the FACT Lite program. Additionally, the administrative assistant serves as a liaison between participants and staff, including attending to the needs of office walk-ins and calls from participants and natural supports.

This program operates on the Linking, Advocating, Transitioning, & Recovery Support (LATRS) service model as defined in DCF Guidance 36. FACT Lite uses a multidisciplinary approach to deliver care to adults with serious mental illness (SMI) by providing mental health rehabilitation interventions and supports necessary to assist participants to achieve and maintain rehabilitative, resiliency, and recovery goals. FACT Lite also provides clinical case management and recovery support that promotes continuity of care and ease of service access until a full transition to community-based care is optimal.

Services provided to individuals served by the FACT Lite Program include, but are not limited to: case management; care coordination; medication oversight and support; psychoeducation regarding mental health challenges and treatment options; assistance and support in addressing health care needs; life skills development; support with furthering education or gaining employment; and working closely with individual' families or other natural supports.

Some of the responsibilities of the FACT Lite Administrative Assistant position include but are not limited to:

- Assists program staff in generating correspondence, meeting minutes, forms, copying, and completing reports.
- Maintains records of program correspondence and reports, as well as other materials.
- Receives, sorts, and distributes all incoming mail.
- Answers telephone, greets, assists, and announces visitors.
- Responsible for scanning paper documents to the Health Information Management (HIM) department to ensure timely upload into the EHR.
- Completes and updates reports to ensure the accurate billing and reporting of FACT Lite services.
- Must have a general understanding of each participant's financial needs as they relate to the use of program funds.
- Requests and tracks the use of the team's budget for these funds, and provides regular updates to the supervisor. Ensures all receipts are obtained and documentation requirements are met.
- Maintains and reorders Petty Cash.
- Completes, tracks, and monitors program compliance with required drills and quality improvement measures.
- Monitors use of office supplies and orders supplies as needed.
- Trains new employees and other clerical support staff to fill in during absences or vacancies.

Position Requirements:

In order to be considered, candidates must have a High School Diploma or equivalent and two years of general office experience required.

Must demonstrate proficiency in Electronic Health Record and Patient Billing System within three months of employment.

Proficiency in Microsoft Office Programs, Outlook and use of the Internet required.

Completion of all paperwork, reports, and system entries must meet internal and external guidelines for content, accuracy and timeliness.

Excellent customer service skills required and candidates must be able to interact appropriately with internal and external customers, including individuals served, family members, community service providers, supervisory staff and other department professionals.

Position Details:

Full Time Shift: Monday through Friday.

This full time position offers a comprehensive benefits package.