

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 FACT Lite and Team Based Model (TBM) Administrative Assistant is responsible for organizing, coordinating, and monitoring the non-clinical operations of the FACT Lite and TBM programs. 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.

The FACT Lite 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.

The TBM Program is a new specialty care pilot program designed for individuals who are experiencing difficulties in their daily lives as a result of psychiatric instability. Routinely, individuals diagnosed with a serious mental illness experience significant challenges navigating through the multi-layered service delivery system. The program's approach to providing care is recovery focused and promotes member empowerment. The guiding principles include member choice, cultural competence, person-centered planning, rights of members served, collaboration among all practitioners involved in the member's care, and voice.

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

- Assists TBM, FACT Lite staff and managers 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 completing registration, program enrollment, insurance, and discharges in the Electronic Health Record (EHR).
- Assists in setting up tracking protocols in the EHR for new and existing participants.
- Verifies insurance eligibility monthly for each participant and ensures this is accurately reflected in the EHR.
- Assists with staff scheduling in the EHR and reviews the team schedule and staff service notes to ensure completion. Notifies the supervisor of any delays.
- Ensures participant phone numbers, addresses, and contact information in the EHR is correct
- Monitors use of office supplies and orders supplies as needed.
- Completes and updates reports to ensure the accurate billing and reporting of TBM and 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. Ensures all receipts are obtained and documentation requirements are met.

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.