

American Indian Family Center Job Description

Where American Indian Families Thrive!



BEHAVIORAL HEALTH ADMINISTRATIVE SPECIALIST

Full-Time, Monday through Friday 8:30am – 5pm, Some Evening and Weekend Hours

\$36,000-\$38,000 + Benefits, DOQ

Deadline: October 15, 2018

Title of Job: Behavioral Health Administrative Specialist

Position Description: This position will assist with the program operations of AIFC's Behavioral Health and Family Support services.

Major Areas of Responsibility: This position is primarily responsible for the administrative support of the Behavioral Health and Family Support services. Tasks for this position will include the Scheduling, Screening and Coordination of Services (50% of time), Medical Records and Billing Database Administration (25% of time) and Front Desk and Office Administration (25% of time).

Specific Job Tasks:

Scheduling, Screening and Coordination of Services (50% time)

- Conduct intake interviews.
- Ensure appropriate intake referrals and information are collected and responded to promptly.
- Communicate new client information to staff and other team members.
- Perform record keeping, intake record maintenance, report writing, and data collection and entry.
- Monitor and document service delivery on an ongoing basis.
- Confirm client appointments by conducting calls and/or email correspondence.
- Monitor client hour requirements and scheduling of programming.
- Assist Family Support program staff in weekly group activity preparations including but not limited to room set-up, transportation and food orders/oversight.
- Maintain courteous and professional interactions with clients in a culturally sensitive manner.
- Participate in any/all required trainings related to programs, services and/or subject matter.
- Participate in local Behavioral Health associations and groups to inform program development and tailor services.
- Foster relationships with service providers in the community and maintain a centralized resource list in order to provide information and referrals to staff and clients.
- Facilitate external referrals by making initial contact on behalf of staff or clients and ensuring follow-up to program information and/or access to resources as needed.
- Provide other duties as assigned.

Medical Records and Billing Database Administration (25%)

- Develop and maintain all monthly chemical health services reimbursement reports.
- Screen and monitor behavioral all health client eligibility and health care status.
- Monitor all chemical health services client database records, including intake, billing records, clinical charting and other records as needed.

- Process bi-weekly chemical health services billing and reimbursement reports.
- Provide other duties as assigned.

Front Desk and Office Administration (25%)

- Welcome Visitors in a friendly and supportive manner.
- Coordinate receptionist duties, including providing direct receptionist services and/or supervising receptionist interns/volunteers.
- Provide information about AIFC programs, events and activities to callers and visitors.
- Assist with reminder calls to client families.
- Assist with logistic arrangements for events such as food, transportation, copies, etc.
- Maintain the lobby to ensure cleanliness.
- Ensure visitors have access to lobby computer accessories.
- Provide other duties as assigned.

Required Knowledge, Skills and Abilities:

- Proven ability to work with American Indian families
- Demonstrated ability to develop relationships with community organizations and perform as a team member
- Strong oral and written communication and record-keeping and keyboarding skills
- **Reliability**
- Ability to multi-task
- Must be a self-starter
- **Must maintain confidentiality in all matters**
- Knowledge of administrative and clerical procedures
- Excellent customer service principles and practices
- Understanding of and experience using standard office equipment, including a busy phone system.
- Professional personal presentation
- Strong organizing and planning skills
- Social Media expertise helpful

Education and Experience

- High school diploma required; some post-secondary education preferred
- Experience with computers and relevant software applications preferred, including Microsoft Office Suite
- Cultural knowledge of the American Indian community preferred

Physical Demands and Work Environment

- Lifting more than 15 pounds may be needed; assistance with lifting can be provided. AIFC is a low noise facility (under 30 dB) with private offices and conference rooms.

Interested applicants can submit resumes and letters of interest to Charlotte Mertz, AIFC Development & Administrative Director at Charlotte_mertz@aifc.net by October 15, 2018 @ 5pm. Selected applicants will be contacted to arrange an interview.

AIFC thanks you for your interest!