

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 Team Based Model (TBM) Program** in the Jacksonville area. This is an ideal opportunity for an individual who enjoys working in a team atmosphere and is dedicated to providing both behavioral health care and social services to the individuals we serve in the community.

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 TBM program include providing clinical and supportive services through advocacy, treatment planning, case management and care coordination. Participants are also provided with community referrals, symptom education, work-related vocational and educational services, social and interpersonal relationship training, and support for the participants' families and care givers. Most of a TBM staff member's day is spent in the community completing many of the above duties. Only about 15% of their time is spent in the office. When company vehicles are unavailable, members of the TBM program may need to use their personal vehicles to provide services and are eligible for reimbursement for mileage.

The TBM program operates 7 days a week with overlapping shifts, operating at minimum of twelve hours per day on weekdays and eight hours each weekend day and holiday. In person contact after hours and on weekends/holidays is only required if members require medication visits from staff, otherwise virtual contact is permissible.

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

- Assists TBM 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 the 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.
- Ensures participant phone numbers, addresses, and contact information in the EHR is correct.
- Responsible for scanning paper documents to the Health Information Management (HIM) department to ensure timely upload into the EHR.
- Assists the TBM program staff with scheduling and support as needed.
- Provides phone reminders to participants of upcoming appointments as needed.
- Completes and updates reports to ensure the accurate billing and reporting of TBM 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 records are in compliance with agency policies and the contract.
- Completes, tracks, and monitors program compliance with required drills and quality improvement measures.

Position Requirements:

In order to be considered, a candidate must have a High School diploma or equivalent.

Two years of general office experience required.

Proficiency in the RBHS/MHRC Electronic Health Records (EHR) demonstrated within three months of employment.

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

Strong communication skills are essential and this individual must be able to interact appropriately with internal and external customers, including patients, families, caregivers, community service providers, supervisory staff and other department professionals.

Position Details:

Full Time Shift: Monday through Friday (rotating on-call for after hours, weekends, and holidays)

This full time position offers a comprehensive benefits package.