

## **JOB DESCRIPTION**

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<b>POSITION TITLE:</b>	Behavioral Health Clinical and Administrative Support Specialist
<b>LOCATION:</b>	HOPE Clinic - Main
<b>REPORTS TO:</b>	Behavioral Health Director
<b>EDUCATION:</b>	High School Diploma; Certified Medical Assistant
<b>WORK EXPERIENCE:</b>	4 years or more in healthcare experience preferred
<b>SALARY RANGE:</b>	\$15 - \$18, based on experience
<b>FLSA STATUS:</b>	Non-exempt
<b>POSITION TYPE:</b>	Full-Time
<b>LANGUAGE:</b>	Bilingual in English and Spanish, Arabic, Chinese or other languages is required

*HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including race, creed, color, age, sex, sexual orientation, religion or national origin.*

### **JOB SUMMARY:**

The Behavioral Health Clinical and Administrative Support Specialist is an empathic individual with competent observational, clinical, critical thinking, communication, problem-solving and decision-making skills to meet patient needs and contribute to a positive patient care experience and work environment. Supports BH team with greeting, registration, checking in and out of patients and processing payments. Additionally, assists as needed Program Coordinator with processing psychotropic medication prior authorization. Takes part in the daily review and process of internal and self referrals for behavioral services. Provides coordinated care to a variety of patients enrolled in Psychiatric and Counseling services with Hope Clinic, and functions as part of the interdisciplinary care team by providing education and case management directly to patients, and support to Psychiatrists and Behavioral Providers. Performs intake triage, assists patients with mental health screenings, vitals, and referrals to labs. Coordinate with clinic managers regarding psychiatric and counseling services.

### **MAJOR DUTIES & RESPONSIBILITIES:**

- Greet patients, answer their questions in a friendly, professional manner. Performs registration, makes appointments, check patients in and out and process payments all within the parameter of excellent customer service;
- Provides office services by implementing administrative systems, procedures, monitoring administrative projects;
- May advocate, coordinate on behalf of patients with schools;
- Manages BH provider schedules to ensure department productivity;
- Maintains organization and patient confidentiality;

- Coordinates billing/credentialing issues with finance and HR department as needed;
- Performs intake triage, vitals, and assists patients with mental health screenings;
- Provides support to BH Providers and coordinates psychotropic medications requests for refill;
- Collects urine for drug screens, blood draws, and performs injections;
- Documents as appropriate vitals, screening and patient history personal information as needed;
- Is responsible for daily review and process referrals queue to BH services (internal and self referrals). Closes referrals and fills structured data;
- Responsible for prior authorization of psychotropic medications;
- Responsible for PMP reports from Psychiatric patients. Reports must be printed for all patients before their visit;
- Performs other duties as deemed necessary by supervisors;
- When needed and as appropriate, interview patients to determine their needs and refers them to appropriate community agencies and services (i.e. housing, legal aid, emergency shelter, domestic violence, employment, adult education, food/clothing, etc);
- Coordinate and arrange translation services for patient care;
- Coordinates all logistic support to department, including supplies and equipment;
- Abides and sustains workflow expectations established by supervisor;
- Attend on-site/off-site community engagement activities and on-site/off-site clinic events as needed;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision and Values.

**QUALIFICATION REQUIREMENTS:**

- Ability to work independently with strong sense of focus, task-oriented;
- Ability to work with culturally-diverse families and communities with the ability to be culturally sensitive, appropriate and non-judgmental;
- Comprehends fundamental medical terminologies in medical care delivery;
- Previous behavioral health care or medical assistant experience preferred;
- Work well under pressure and maintain a consistently pleasant and professional demeanor when communicating with the public and staff;
- Be able to maintain a calm and professional attitude even in the face of crisis and dramatic presentation;
- Ensure that work assignments and information gathered from day to day work is not shared with anyone and protects all patient and agency information;
- Is knowledgeable of and maintains HIPAA standards of privacy and confidentiality;
- Strong interpersonal communication and written skills;
- Able to work in different work settings and environments;
- Adhere to agency policy, procedures and the professional code of ethics;
- Basic casework skills (referrals, advocacy).

**EDUCATION and/or EXPERIENCE:**

- High School Diploma

- Medical Assistant Certification and experience working with persons in crisis is preferred

**TRAVEL REQUIREMENTS:**

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

**LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

**OTHER SKILLS and ABILITIES:**

- Bilingual (Chinese, Arabic and/or Spanish with English);
- Above average skills in language ability as well as public speaking and writing;
- Must have good transportation and a valid Texas Driver's license.

**LEADERSHIP RESPONSIBILITIES:**

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

**WORK COMPLEXITY/INDEPENDENT JUDGEMENT:**

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Although the job is supervised, a level of independent judgment and critical thinking is required. The job receives ongoing supervision.

**PROBLEM SOLVING:**

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

**COMMUNICATION/INTERACTIONS:**

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with patients, own supervisor and coworkers in own and other departments.

**IMPACT OF DECISIONS:**

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

**PATIENT RELATIONSHIPS:**

Follow through with patient inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

**AMERICANS WITH DISABILITIES SPECIFICATION:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting (up to twenty pounds) is required.
- Ability to uphold the stress of assisting patients of diverse backgrounds.
- Regular, predictable attendance is required.

**WORKING/ENVIRONMENTAL CONDITIONS:**

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

*HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.*