# Purpose

With the successful expansion of our behavioral health team, there is a need for administrative support. Subsequently, we believe the growth of the program would benefit from a dedicated staff member. As a result, we are not optimizing the attention and care of the behavioral health patients.

In addition to the current administrative demands, the Behavioral Health Team has recently established approval for implementing Behavioral Health Workshops to improve provider satisfaction, decrease the unmet psychological risk factors in TOC’s patients, and utilize screening tools to improve patient care. These tasks will include appropriate patient scheduling, consistent reminders, and effective communication with the supervising L.C.S.W.’s.

# The Position:

As the Behavioral Health Administrative Support Team Member, he/she would provide proper phone etiquette while handling highly sensitive and classified material.

* Proper phone etiquette includes: listening, asking concise questions, immediately addressing triage, expressing empathy, and remaining calm.

The administrative tasks of the hired team member would include:

* Promptly checking and addressing behavioral health voicemails
* Calling to confirm patient appointment who have not yet confirmed in the system
  + (It is imperative that the Behavioral Health Administrative Support Team Member checks if the patient has confirmed their appointment. This will limit no-shows and allow the L.C.S.W. to effectively generate revenue.)
* Ensuring the correct email, phone number, address, and patient information when speaking with the patient
* Effectively communicating with the whole behavioral health team by Skype or email
* Routinely checking the schedule to administer/re-administer Behavioral Health screeners as necessary
* Sending behavioral health referrals through Athena

# Job Description:

* A flexible team-member that supports the behavioral health team by answering all of the incoming administrative demands
* Promptly addresses behavioral health voicemails
* Provides excellent customer service and works to maintain adherence to patient confidentiality
* Effectively schedules new patients and re-occurring office visits
* Routinely checks the schedule and confirms patients appointments to eliminate patient no-shows and generate increased revenue
* Streamlines and supports behavioral health referrals
* Assists Behavioral Health Navigator with tracking patients to measure their treatment outcomes
* Provides support for each Behavioral Health provider to successfully bill mental health codes for each distinct visit
* **Pay range $14/hour**

# General Qualification Guidelines:

* Excellent interpersonal skills
* Bachelors in Psychology, Social Work, or a related field
  + Or two years of experience in Social Work/Mental Health related field required
* Comprehensive understanding of clinical care
* Strong technological skills
* Devoted to providing excellent patient care
* Strong team player