

Little Traverse Bay Bands of Odawa Indians

Job Posting - REPOSTED



Job Title: Behavioral Health Administrative Assistant
Department: Health
Reports to: Behavioral Health Manager
Salary Range: \$15.98 to \$22.37 per hour (\$33,238 to \$46,530 annually)
Status: Non-Exempt
Level: B21
Opens: October 29, 2024
Closes: Until Filled

SUMMARY: Position is responsible for assigned administrative duties for the LTBB Behavioral Health program. Answers all incoming phone calls and routes to the appropriate staff. Provides clerical support to the department.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide excellent customer service to clients and vendors and fellow employees, and represent LTBB Health Department in a professional, positive manner.
- Provide support services to Behavioral Health clients and their families while maintaining confidentiality through HIPAA and CFR-42 part 2 standards.
- Recognizes and is sensitive to the cultural dimension inherent in the practice of health education in Native American communities. Must be culturally competent and meet the health literacy and linguistic needs of target populations.
- Answers incoming phone calls for Behavioral Health Program.
- Greets all clients appropriately and with hospitality.
- Completes initial screening form and BH paperwork with new/prospective clients.
- Abides by Federal laws of 42 CFR, Part 2, Substance Abuse confidentiality and 45 CFR Parts 160 and 164, HIPAA privacy and the LTBB Behavioral Health Program Code of Ethics.
- Has knowledge of substance abuse and mental health recovery and is sensitive to the holistic environment of the department.
- Creates and updates client charts.
- Responsible for all program filing.
- Schedules clients for Behavioral Health services.
- Conducts reminder calls to clients for all scheduled appointments.
- Creates and sends routine correspondence to clients as needed.
- Contributes to Behavioral Health program operations by adhering to departmental policies and procedures.

- Performs data entry in client tracking log and updates routinely.
- Assist with Health Department outreach and events as needed.
- Assists clients with referrals to other health services as necessary.
- Assists clients in filling out required paperwork to engage in services.
- Support continued CARF accreditation activities as directed by BH Manager.
- Performs data entry and assists in handling billing duties.
- Must be willing to travel for training as necessary.
- Other duties as assigned.

EDUCATION AND EXPERIENCE:

Minimum High School graduate or GED required. Associate's degree preferred. One year experience working in a health office setting with proven computer skills in Microsoft Office and successful completion of clerical responsibilities required. Experience handling confidential information required.

KNOWLEDGE, SKILLS AND ABILITIES:

Must be able to establish and maintain working relationships with clients, the public, vendors and co-workers. Strong interpersonal skills are necessary. Must possess computer skills; ability to verify data input and correct errors. Must be proficient in all programs within Microsoft Office Suite. Must be familiar with third party reimbursement requirements, documentation requirements, ICD-10, and DSM V Diagnosis. Must be able to accept constructive feedback. Must be able to work as part of a team in delivery of departmental goals. Conducts behavior in a manner that is professional and courteous to all patients and staff at all times Ability to maintain confidentiality of records and information. Must be willing to travel for training as necessary.

COMMENTS: Indian preference will apply. Position is contingent upon completing and passing background check. Individual must have a positive job history with former employers, including LTBB. Individual must take TB test and get influenza vaccination annually due to working in a health setting. LTBB Health Department is a scent free environment.