

Social Services Administrative Assistant

Reports To: Behavioral Health Director

Location: Yreka Clinic Social Services Department

Salary: \$9.00 to \$12.00 per hour, depending on experience

Summary: The Social Services Administrative Assistant is responsible for telephone screenings and referrals to appropriate staff or agencies. Will provide data entry of social services and behavioral health patient information into RPMS system. Will perform billing functions and process charges and collections daily. Will maintain and file all billing records for social services/behavioral health department. Will comply with AAAHC Behavioral Health standards and maintain confidentiality of all patient data.

1) What are your typical job responsibilities?

As the Front desk person for the Social Services Dept., I take all incoming calls and determine who the appropriate party to receive that call is. This basically entails knowing who does what around here. I take messages if necessary. I order all supplies for this Department and interact with the Finance Dept. on a daily basis regarding our expenditures. I schedule appointments for our L.C.S.W. I use the RPMS Scheduling Package to accomplish this. I process the therapist's notes by generating a Super Bill and forwarding pertinent billing information to the billing department in Happy Camp, where the actual bill is generated. I open and distribute all incoming mail, both postal and interoffice. I file all patient notes and pertinent documents in their charts. Occasionally, I transport tribal members and assist the LIHEAP coordinator (in Happy Camp) by taking tribal members (who qualify) shopping. I assist the Social Worker by typing legal documents for the courts.
I also do the dishes!

2) How do you *really* spend your day?

The above is what I really do!

3) How do you organize your day to ensure you get everything done?

There are days that are so chaotic that I can not accomplish all tasks...I prioritize to the best of my ability. I occasionally stay late, work through my lunch or come in early to 'get 'er done!

4) What education/career paths lead you to this position? Were there any life changes that guided your way to this position (ex; closing of the mill, desire not to leave area, family)?

I have worked in customer service most of my life and also switchboard experience helps. I separated from my husband in 2005 and divorced in 2006 and that is what got me back into the workplace.

5) Uppers; what is the thing that you love most about your job?

Helping people. Doing 'it' right the first time!

6) Downers; what is the thing that you love least about your job?

Constant interruptions.

7) What inspires, excites, and/or motivates you in your job?

Seeing homeless people get homes. Seeing drug addicts and alcoholics get and stay clean. Happy children.

8) What does your average work week schedule look like (ex; hours worked, meetings, appointments, traveling, etc.)?

I attend about 2 extracurricular meetings a month. Occasionally I am required to spend the night to accomplish this.

9) How do you relieve stress?

Sometimes I take a walk and sometimes I cry and sometimes I laugh.

10) Does your job include a lot of traveling? Do you enjoy it?

Sometimes I am required to do so and yes I do enjoy it!

11) What advice would you give to someone interested in this line of work?

This position demands patience and good communication skills. I consider myself a servant of the people in my department and the Tribe.

12) What does a typical day in your world look like?

When I arrive I print out the L.C.S.W.'s schedule for the day and depending on the incoming calls I begin work on processing her notes and the rest is as it comes.