

## **POSITION DESCRIPTION**

**Title:** 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.

**Classification:** Full Time, Regular, Non-Exempt, Non-Entry Level

**Responsibilities:**

1. Shall be responsible for the efficient and timely entry of patient data into the RPMS system.
2. Shall maintain and make necessary corrections to RPMS files.
3. Shall enter and retrieve data as requested or required.
4. Shall review and proofread all data before entering into RPMS files.
5. Shall strive to comply with AAAHC Behavioral Health Standards and shall collect and monitor PI data as required.
6. Shall collect billing information, i.e., make copies of Medi-Cal cards, Medicare cards, insurance cards, identification, etc.
7. Shall ensure completeness of insurance and third party coverage information.
8. Shall file all billing records, collection records, and correspondence and shall keep them updated.
9. Shall answer the telephone, provide initial screening, and route calls to appropriate person or agency. Shall take messages when staff is unavailable.
10. Shall provide office support, as time allows, i.e., limited typing, filing, etc. Shall ensure the confidentiality, security and safety of patient records, including billing records, and comply with

Medical Records Policy and Procedures and the requirements of the Privacy Act.

11. Shall type required legal documents, proof of service for legal documents, and file with appropriate parties.
12. Shall be responsible for all ordering of office supplies and processing purchase orders for the Social Services Department. Ensures purchase requisitions are prepared, coded, and signed by appropriate supervisory personnel.
13. Shall process all mail, run errands required for daily operation of department, and assist clients with transportation as required.
14. Shall prepare agenda and record staff meeting minutes for the Social Services Department.
15. Shall schedule appointments for and assist both LCSW's when required.
16. Shall pull monthly reports for drug and alcohol and LSCW from RPMS system.
17. Shall be available for local and out of the area travel as required for job related training. Shall attend all required meetings and functions as requested.
18. Other job related duties as assigned.

**Qualifications:**

1. Have the ability to work effectively with Native American people in culturally diverse environments.
2. Have the ability to manage time well and work under stressful conditions with an even temperament.
3. Have the ability to establish and maintain harmonious working relationships with other employees and the public.
4. Have the ability to understand and follow oral and written instructions.

**Requirements:**

1. Must possess high school diploma or equivalent.
2. Must possess basic office skills, ex; good telephone skills, typing and alphabetical/numerical filing.
3. Must have basic understanding of medical billing software, experience with adding machines, and knowledge of business math.
4. Must have the ability to work independently with little supervision.
5. Must possess excellent communication skills, ex; telephone, written, and verbal.
6. Must have a positive mental attitude and be able to deal with stressful and unpleasant situations without losing composure.

7. Must possess valid driver's license, good driving record, and be insurable by the Tribe's insurance carrier.
8. Must adhere to confidentiality policy.
9. Must provide documentation of immunity to measles and rubella or become vaccinated with the recommended vaccine and Hepatitis B vaccine and test annually for TB. Must have an annual health examination.
10. Must successfully pass a pre-employment drug and alcohol screening test and be willing to submit to a criminal background check.

**Tribal Preference Policy:** In accordance with the TERO Ordinance 93-0-01, Tribal Preference will be observed in hiring.

**Council Approved: October 6, 2005, Revised June 27, 2007**

**Chairman's Signature:** \_\_\_\_\_

**Employee's Signature:** \_\_\_\_\_