**POSITION DESCRIPTION**

**TITLE:** Office Assistant

**REPORTS TO:** Behavioral Health Director

**LOCATION:** Anav Tribal Health Clinic / Pimtav Wellness Center

**SALARY:** $15.00 - $22.00 per hour

**CLASSIFICATION:** Full-Time, Regular, Non-Exempt

**SUMMARY:** Shall be assigned to the Behavioral Health (BH) Department under the direct supervision of the Behavioral Health Director. As the BH Office Administrator and often first contact for patients; should be caring, conscientious, polite and courteous with excellent people skills. He/She should make the patient feel comfortable and welcomed at the clinic. Should have exceptional computer, organizational, and administrative skills. Should be familiar with scheduling patients for appointments and following up with reminders and missed appointments. Must be adept at maintaining patient confidentiality and familiar the requirements of the Health Insurance Portability and Accountability Act (HIPAA). Provide backup receptionist duties as required.

**RESPONSIBILITIES:**

1. Answer telephones in a professional manner and direct to appropriate staff. Activate and deactivate answering systems as required. Retrieve and distribute messages as appropriate.
2. Maintain patient schedules and assign to appropriate staff. Retrieve patient chart as appropriate for scheduled appointments and walk-ins. Mail reminder notices and/or call the patient with appointment reminders.
3. Follow patient processing procedures.
4. Check-in patient and update in scheduler as appropriate.
5. Generate Face Sheet log for patient signature and attach to PCC.
6. Notify staff of patient arrival and when patient is ready to be seen.
7. Process new patients with established procedures.
8. Make follow up appointments and re-schedule missed appointments as appropriate.
9. Maintain manual totals of patients by classification and type of visit.
10. Create, update, and distribute daily patient plan.
11. Review patient charts for required updates to forms and that there is appropriate insurance information as appropriate.
12. Review encounter forms for appropriate and proper coding, reconcile visit.
13. Calculate charges and collect fees as appropriate; collect outstanding amounts owed as appropriate; balance end-of-day visit and cash drawer receipts.
14. Participates as a member of the Continuum of Care team assisting providers and counselors as necessary.
15. May help patients fill out medical forms.
16. Periodically check reception area for neatness. Ensure reception area is open and closed during hours of operation. Open and close window shades as appropriate.

**QUALIFICATIONS:**

1. Strong telephone and computer etiquette skills.
2. Ability to work well with Native American peoples in a culturally diverse environment.
3. Ability to work under high stress, high tempo conditions.
4. Punctual, responsible, and able to maintain harmonious relationships with co-workers and patients.
5. Experience with medical billing, coding, and experience at maintaining of patient files in automated systems a plus.
6. Typing skills of 45 wpm, knowledge of computer and office equipment, ability to learn new software a plus.
7. Must always maintain a professional appearance and keep a high standard of conduct.
8. Must have excellent writing and speaking skills
9. Maintain strict HIPAA, confidentiality, and privacy standards.
10. Accept other duties assigned.
11. Possess a current CPR card.
12. Travel as needed for training purposes.

**REQUIREMENTS:**

1. Must have a high school diploma or equivalency. Associate level with office experience preferred.
2. Computer literate and willing to train on RPMS clinic data system.
3. Must adhere to QVIR confidentiality policy.
4. Must pass a pre-employment drug and alcohol screening test and be willing to submit to a criminal background check.

**INDIAN PREFERENCE:**

In accordance with CFR 25, part 276 and in accordance with Title VII of the Civil Rights Act, Section 701(b) and 703(i), preference in filling all vacancies will be given to American Indian Candidates.

**ACKNOWLEDGEMENT:**

I acknowledge that I have read and understand the attached job description. My signature below certifies that I am able to perform the essential duties and responsibilities of the position. I have also discussed any accommodations that I feel might need to allow me to perform these functions. I agree and abide by all administrative and medical policies and protocols of the clinic.

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Signature Date

To apply, submit application and resume to: QVIR/Anav Tribal Health Clinic, 9024 Sniktaw Lane, Fort Jones, CA 96032. Fax (530) 468-4478. Applications maybe be obtained by contacting the Administration Office at (530) 468-5907.