
RECRUITMENT ANNOUNCEMENT

Wasatch Mental Health

Provo, UT

Phone: (801) 852-4714

www.wasatch.org

Posting Date: 12/04/18

Closing Date: Open Until Filled

Full Time Care Team Assistant

****Spanish Speaking Required***

Provo Family Clinic

PCN#: AT05

Excellent Benefits Package Including:

Public Employee Health Plan Medical and Dental Insurance
Employer Provided Health Savings Account Contributions (high deductible plan)
Utah Retirement Systems Retirement (pension & 401K options)
401K or 457 Savings Account with 3.5% Company Match
156 Hours Annually of Paid Leave Accrual
52 Hours Annually of Catastrophic Sick Leave Accrual
11 Paid Holidays Annually
Company Paid Life, Short & Long Term Disability Insurance
Vision Benefits Plan
Annual Merit Pay Increases

Starting Pay Range: \$12.40 – \$16.83 Hourly

*Starting pay may vary based upon directly related job experience

Schedule: Mon-Fri

Hours: Varies (8am – 7pm)

Minimum Qualifications: High school diploma or GED; AND Six (6) months of responsible clerical or secretarial experience; AND meet software proficiency standards.

Must be bilingual in both English and Spanish

ADDITIONAL REQUIREMENTS: Employment at Wasatch Mental Health is contingent on successful completion of a drug screen, motor vehicle record review and criminal background check.

After hire you must complete and receive a Criminal Background Clearance (BCI) from Utah State Office of Licensing.

Please go to www.wasatch.org. Complete and submit WMH application online. (Please note: Resumes will not be accepted without a completed WMH application.)

Wasatch Mental Health



JOB DESCRIPTION

JOB TITLE:	Care Team Assistant I	FLSA:	Non-Exempt
DEPARTMENT:	Center-wide	EFFECTIVE DATE:	12/2016
DIVISION:	Center-wide	LAST REVISED:	4/2018

GENERAL PURPOSE

Performs a variety of **entry level, complex clerical, secretarial and records maintenance** duties as needed to expedite the day-to-day operations of a Wasatch Mental Health division, including Medical Services, Care Management Services, Adult Services or Youth Services. Performs routine reception and communication duties as needed to receive and direct incoming telephone calls and clients. Duties may include transcribing and converting various WMH professional staff audio records into permanent electronic files, as assigned.

SUPERVISION RECEIVED

Works under the general supervision of program manager or supervisor.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS (Performs Some or All of the Following)

General: Greets clients at front desk; provides customer service and screens incoming calls; makes preliminary determinations of individual needs and urgency for services; registers clients into Junction, completes initial client intake information records related to Medicaid, insurance, income, etc.; assigns clients to most available or most appropriate service provider based on their insurance and the provider's credentialing.

Schedules appointments; appraises staff of client/appointment arrivals; receives payment for service, residential rents etc., and issues receipt; responds to billing information requests; prepares and makes deposits.

Interfaces with outside agencies, i.e., DCFS, DSPD, court, hospitals, USH, Juvenile Justice, other mental health agencies as needed to obtain or exchange factual information with regard to various programs, may solicit outside organizations for charitable contributions.

Monitors staff daily schedules; schedules appointments; prepares and provides pertinent client information, charts and records; creates and maintains client packets, verifies client Junction ID#; performs as liaison for clients, patients, doctors, therapists, nurses with patients, Medicaid, and drug companies; acts as patient advocate to obtain proper medications; prepares prior authorization letters and forms for submission to Medicaid, ensuring eligibility; organizes and prepares proper documentation, i.e., test results, patient histories, diagnosis, etc.; monitors client status, computer enters Junction updates, follows client chart and record through transfers and discharges; reviews for HIPPA compliance.

Attends weekly staff meetings; records and updates Treatment/Service Plans on appropriate forms; updates staff client lists; participates in chart auditing during meeting procedures; take, transcribe and distribute minutes.

Operates personal computer to utilize various word and data processing programs as needed to type departmental records, technical and/or statistical reports, file information, and general correspondence (i.e., treatment plans, treatment plan reviews, terminations, case closures, RHYMIS, psych evaluations, neuro-psych evaluations, skills development hours, HIPPA compliance, client census, PEP evaluations etc.).

Performs vehicle tracking; coordinates vehicle sign-up for use of state vehicles; checks vehicles in and out; creates vehicle logs to account for mileage and gas usage; schedules vehicle maintenance.

Performs general office maintenance duties; updates files and charts, files progress notes; files medical information; composes and types letters, memos, correspondence and reports.

Receives various audio records from agency staff, transcribes audio into written text creating permanent electronic files; attaches electronic documents to appropriate client records in agency's "Junction" system. May distribute electronic files to staff for review and final approval.

Orders office supplies and maintains inventory as needed; follows established procurement procedures; may purchase items directly for the center or for clients, according to established spending limitations.

Prepares attendance lists and maintains attendance records, follows up on absent clients; prepares lists of free and reduced lunch program participants; monitors daily lunch count; prepares letters and monthly billings for meals served; copies and distributes records.

Operates computer as needed to assist with various data entry projects; treatment rolls, client hours, miscellaneous charges, client terminations and 90 day reviews; runs edit printouts as needed to verify batch entries for dates, amounts, activity codes, program and client location in the system.

Performs main office receptionist duties; answers and directs phone calls to appropriate division of staff personnel; meters outgoing mail; identifies mail according to established cost centers and sorts the mail; receives, date stamps, and distributes incoming and inter-office mail.

May initiate "security calls" to law enforcement agency for assistance with unruly clients; seeks out assistance from bi-lingual staff to remedy language barriers as needed.

Performs general office maintenance duties; may monitor building repair needs and projects.

Performs other related duties as required.

MINIMUM QUALIFICATIONS:

1. Education and Experience:
 - A. High school diploma or GED;

AND

B. Six months of responsible clerical or secretarial experience;

AND

C. Software Proficiency Standards scores as indicated on the following matrix:

	Word	Excel	Win7	WPM
Entry Level	70	50	75	40
Career Proficiency	80	60	85	45

2. Required Knowledge, Skills, and Abilities:

Some knowledge of general office maintenance and practices; filing systems (alpha and numeric, Junction), recording and filing procedures and methodologies; letter composition, grammar, spelling and punctuation; operation of various software applications, i.e., Word, Excel, etc.; operation of standard office equipment; basic mathematics; basic accounting or bookkeeping; telephone and interpersonal communication etiquette; basic public relations.

Ability to communicate effectively, verbally and in writing; work independently in meeting various time deadlines and work pressures; perform basic mathematical calculations; maintain strict confidentiality related to sensitive administrative information; operate personal computer (Word, Excel, PowerPoint, Visio, Photo Shop, Print Shop, Junction, Eprescribe, Access, GroupWise, etc.) in utilizing various programs to produce or compose formal documents, reports and records; operate standard office equipment; develop effective working relationships with supervisors, fellow employees, and the public.

3. Special Qualifications:

Typing skills essential, accuracy emphasized over speed. (see 1.C). Basic computer knowledge.

4. Work Environment:

Typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, but do require frequent walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity required for many tasks. Mental application utilizes memory for details, verbal instructions, emotional stability and discriminating thinking. Periodic interaction with youth or adults in crisis requiring participation in de-escalation processes may occur causing stress or threat of physical injury.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.