



TULE RIVER INDIAN HEALTH CENTER, INC. (TRIHCI)

PO BOX 768 • PORTERVILLE, CALIFORNIA 93258

PHONE: (559) 784-2316 • FAX: (559) 791-2585

POSITION DESCRIPTION
BEHAVIORAL HEALTH COORDINATOR (BHC)

Reports To:	Behavioral Health Specialist	Prepared By:	Human Resources
FLSA Status:	Full-Time, Non-Exempt	Salary Grade:	\$11.63 D.O.E.
Hours Needed:	Monday – Friday 8:00am – 5:00pm	Revised Date:	11/16/2011

POSITION SUMMARY:

The Behavioral Health Coordinator functions are to assist Behavioral Health staff in meeting their clerical, case management, and customer service needs. In this capacity, the Behavioral Health Coordinator will contribute to the timely processing of mail and correspondence; will provide full clerical support to the behavioral health department as directed. The Behavioral Health Coordinator also acts as a representative/transporter/courier of the Behavioral Health programs, making home visits, acting as an advocate, and facilitating resolution to problems related to obtaining needed Mental Health & Substance Abuse care for the Native American Indian community residing in program service area according to the policies and procedures of the Tule River Indian Health Center, Inc. and the Behavioral Health Department. In addition, the Behavioral Health Coordinator must be able to communicate well and be able to establish rapport with patients and their families. He/she must be sensitive to the needs of the Indian community; its cultures, traditions, behavior patterns and express a genuine enthusiasm for its success

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Will manage full telephone coverage responsibilities of the Behavioral Health Department;
2. Provides administrative and clerical support for the behavioral health department, including correspondence, data input, filing, assembling charts, and other duties;
3. Provides assistance for behavioral health staff in receiving in-house and external referrals;
4. Provides advocacy and education services to clients to facilitate access to needed behavioral health services that may be available within the program, and assists with scheduling needed appointments;
5. Register new patients and update existing patients, including the collection of all eligibility documents needed for CHS, Direct Care, and/or fee-for-service benefits;
6. Coordinates with the patient receptionists as needed;
7. Explain the Indian Health Service regulations and requirements per Patient Registration on Contracted Health Services (CHS), Direct Care and Fee for Service issues;
8. Provides assistance for behavioral staff in scheduling clients for intake appointments and follow-up counseling appointments; Including reminder calls and addressing/solving access issues;
9. Provides assistance in implementing a billing system for third party eligibility, (e.g. Medi-Cal, private insurances, etc.); Acquires Insurance pre-approval when needed;

10. Collaborates with the Administrative Secretary to receive, review, and document incoming and outgoing behavioral health mail, greet guests and visitors, and respond to general inquiries about the behavioral health department;
11. Ensures that the behavioral health offices and workroom areas are clean and presentable at all times;
12. Assist with keeping and maintaining an inventory of all behavioral health and administrative office supplies;
13. Assist with the scheduling other ancillary needs as directed such as outside referrals, outreach activities, and coordination of care with outside agencies;
14. Cooperate with other professional and ancillary health program staff, and assist as needed/assigned in other departments to facilitate a team approach to health care delivery;
15. Maintain reporting/tracking requirements such as documentation of activity of Provider Stats, patient sign-in logs, Referral Tracking regarding TANF, Youth Coalition, as well as clinic direct referrals, and other required forms for administrative need and quality assurance purposes;
16. Maintain vehicle log and maintenance schedules and work in conjunction with HR/Compliance Officer to assure safe operation and maintenance of vehicles;
17. Participate in all required staff meetings;
18. Perform general office duties or other responsibilities as assigned.

KNOWLEDGE, SKILL, AND ABILITIES:

1. Knowledge of safety regulations as they apply to a clinical setting.
2. Knowledge of tracking, reporting, and maintaining transportation compliance.
3. Knowledge of safety regulations as they apply to a clinical setting.
4. Knowledge of 638 or IHS Contracting Program and organizational structure, tribal involvement, and clerical support services.
5. Knowledge of contract care, direct care, and non-Indian eligibility regulations and requirements regarding patient registration and billing.
6. Ability to demonstrate the competency and integrity to maintain the confidentiality of organizational, employee, and client records.
7. Ability to perform physically demanding tasks on a regular basis.
8. Ability to make sure vehicle is in compliance with Department of Motor vehicles.
9. Ability to provide a drug & alcohol free workplace (zero tolerance).
10. Ability to attend staff meeting and trainings.
11. Ability to work flexible hours as needed.

12. Ability to work weekends as needed.
13. Ability to demonstrate strong interpersonal skills and the ability to interact effectively with a variety of individuals.
14. Ability to maintain vehicle cleanliness.
15. Ability to report incidents and track vehicle maintenance log.
16. Ability to demonstrate basic levels of computer literacy, with a functional understanding of Microsoft Windows Operating Systems in an office setting.
17. Ability to work independently in carrying out assignments while remaining reliable and dependable.
18. Ability to read and comprehend simple instructions, short correspondence, and memos.
19. Ability to write simple correspondence.
20. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
21. Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
22. Ability to demonstrate professional competency in office and healthcare abilities, including the maintenance of client confidentiality.
23. Ability to deal with problems involving a few concrete variables in standardized situations.
24. Ability to provide an updated DMV Printout upon request
25. Ability to understand and integrate behavioral health principles with clients and professional staff.
26. Skills of dependability and punctuality in carrying out work assignments.

QUALIFICATIONS:

1. Possess a Valid California Drivers License and be insurable with the Tule River Indian Health Center Inc. insurance agency.
2. Must pass pre-employment drug & alcohol test.
3. Must pass pre-employment physical.
4. Must pass background check.
5. Must provide an updated DMV printout upon hire.
6. Must have a working home/cell phone for immediate contact.
7. Must maintain a professional appearance and attitude.

8. Must abide by vehicle policies and procedures and report vehicle incidents to immediate supervisor in a timely manner.
9. Must maintain absolute confidentiality regarding patients per HIPAA and TRIHCI policies.
10. Possess advanced Transporting skills.
11. Must be able to multitask.
12. Must have good communication skills and be able to effectively communicate with diverse populations.
13. Must demonstrate the ability to maintain accurate records and preparing clear and accurate reports for informational, auditing, and operational use, including capacities for attention to detail and for reviewing and verifying accuracy of data.
14. Experience working in a health care facility setting.
15. Possess experience in dealing scheduling patients according for transport.
16. Maintain confidentiality in the workplace and when transporting patients.
17. Must be able to operate a company vehicle.
18. Must possess good communication skills, be able to effectively communicate with diverse populations, and be willing to convey responsibilities to patients.
19. Demonstrate superior customer service and people skills, being able to respond to the immediate needs of patients or supervisors.
20. Must have effective oral and written communication skills (typing 40 wpm), being able to effectively reach diverse populations and entities.
21. Demonstrate the ability to work independently in carrying out assignments while remaining reliable and dependable.
22. Possess strong computer software operation knowledge, and demonstrate a working knowledge of routine office hardware and equipment (e.g. printers, copiers, fax machines, etc.).
23. Must demonstrate the ability to maintain accurate records and preparing clear and accurate reports for informational, auditing, and operational use, including capacities for attention to detail and for reviewing and verifying accuracy of data.
24. Demonstrate the competency and integrity to maintain the confidentiality of organizational, employee, and client records.
25. American Indian preference in accordance with Indian Preference Act (Title 25, U.S. Code, § 472 & 473).

EDUCATION AND/OR EXPERIENCE:

1. Associates Degree; or
2. High school diploma or High School equivalency diploma; or

3. 2 years or more related experience or training in the Mental Health and/or substance abuse field; or
4. Equivalent combination of education and experience.
5. Two (2) years prior experience in a Health Care setting is also preferred.
6. Familiar with entering data into a healthcare database program.

CERTIFICATES, LICENSES, REGISTRATIONS:

1. Possess a Valid California Drivers License (Provide DMV Printout upon hire).
2. Possess First Aide/CPR certification at the BCLS level is required or obtained within 3 months of hire.

PREFERRED QUALIFICATIONS AND CONTINGENCIES:

1. Prefer background or experience in the behavioral health field in the areas of triage, assessment, case management, and patient contact
2. Certification or verified training in business or clinical office management *and* a combination of training and/or experience equivalent to four (4) years practice in a similar capacity is preferred for this position.
3. Advanced or specific training or experience in healthcare transportation functions is preferred.
4. One (1) to three (3) years related experience is also preferred.

TRIHCI maintains a drug- and alcohol-free workplace, and all offers of employment are contingent on the successful completion of a criminal background check, a post-offer drug test and physical, and verification of each candidate's right to work in the United States.

PHYSICAL WORK ENVIRONMENT: *The description provided here is representative of those conditions in which Behavioral Health Coordinator will be required to perform the essential functions of this position.*

While performing the duties of this position, the Behavioral Health Coordinator is situated in a standard office environment within the health center, and the community where there is some exposure to variations in the weather or other similar elements. The Behavioral Health Coordinator will primarily be stationed at the BH offices but will also move about the Porterville community area to meet with community resource providers, patients, and co-workers. Consequently, the Behavioral Health Coordinator must:

1. Possess the mobility to work in a standard office setting (i.e. walk, stand, or sit for extended periods of time);
2. Posses the ability to use standard office equipment to write, type, copy, fax, or perform other duties;
3. Possess the strength to lift and carry supplies weighing up to 10 lbs repeatedly and up to 30 lbs intermittently;
4. Possess the visual acuity to read printed materials and a computer screen; and
5. Demonstrate hearing and speech capabilities that allow him/her to communicate in person and over the telephone as required.

6. Possess and maintain a Valid California Drivers License and be insurable with TRIHCI insurance agency.

The clinical setting at TRIHCI is categorized by OSHA as a Blood-borne Pathogen Category I facility. Consequently, there exists the potential for exposure to blood, body fluid/tissue, and infectious wastes. There also exists the potential for exposure to chemicals, biologicals, toxicants, and irradiants found on-site.

DISCLAIMER:

This position description lists the major duties and requirements for the Administrative Assistant-BH position as established by subject-matter experts at the time of this document's creation. This position may require additional performance of duties and responsibilities beyond those outlined in this document, and thus may require additional sets of knowledge, skills, and abilities not fully articulated herein.
