



TULE RIVER INDIAN HEALTH CENTER, INC. (TRIHCI)

PO BOX 768 • PORTERVILLE, CA 93258

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

**JOB POSTING**

<b>POSITION:</b>	<b>BEHAVIORAL HEALTH ADMINISTRATIVE ASSISTANT</b>
<b>POSTING DATE:</b>	<b>FEBRUARY 10, 2021</b>
<b>CLOSING DATE:</b>	<b>FEBRUARY 19, 2021</b>
<b>NUMBER OF OPENINGS:</b>	<b>1</b>
<b>RATE:</b>	<b>DOE</b>
<b>STATUS:</b>	<b>FULL-TIME, HOURLY/NON-EXEMPT</b>

**IN ORDER TO BE CONSIDERED FOR THE OPEN POSITION, A COMPLETED APPLICATION MUST BE SUBMITTED BY THE CLOSING DATE STATED ABOVE.**

**TO OBTAIN A COPY OF THE JOB DESCRIPTION AND JOB APPLICATION, PLEASE VISIT [WWW.TRIHCI.ORG](http://WWW.TRIHCI.ORG)**

**PLEASE SEND COMPLETED APPLICATIONS TO [HUMAN.RESOURCES@CRIHB.ORG](mailto:HUMAN.RESOURCES@CRIHB.ORG)**

IN ACCORDANCE WITH INDIAN PREFERENCE STATUTES DEFINED IN USC TITLE 25, SECTION 472, PREFERENCE IN FILLING VACANCIES AT TRIHCI WILL BE GIVEN TO QUALIFIED INDIAN CANDIDATES WHO SUCCESSFULLY VERIFY THEIR ELIGIBILITY (BIA FORM 4432, A CERTIFICATE OF INDIAN BLOOD, OR OTHER DOCUMENTATION MAY BE REQUIRED). WITHIN THE SCOPE OF INDIAN PREFERENCE LAWS, TRIHCI DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, AGE, DISABILITY, OR ANY OTHER CHARACTERISTIC PROTECTED BY LAW IN MAKING EMPLOYMENT DECISIONS OR PROVIDING SERVICES.



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PHONE: (559) 784-2316 • FAX: (559) 781-6514

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**POSITION DESCRIPTION**  
**ADMINISTRATIVE ASSISTANT**

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**Reports To:** LCSW/BH Department Manager  
**FLSA Status:** Full Time, Non-Exempt  
**Revised Date:** September 3, 2014

**Prepared By:** Human Resources  
**Salary Grade:** TR 3  
**Board Approval:** September 19, 2014

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**Position Summary:**

Working closely with and reporting to the LCSW, the Administrative Assistant functions as support position for the Behavioral Health department in meeting its clerical and customer service needs. In addition, the Administrative Assistant 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, and values. He/she must be familiar with the goals and objectives of TRIHCI and express a genuine enthusiasm for its success.

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**Essential Duties and Responsibilities:**

- 1) Provides administrative and clerical support for the Behavioral Health department, including correspondence, data input, filing, assembling files, and other duties.
- 2) Provides assistance for Behavioral Health staff in scheduling clients for appointments, including reminder calls and correspondence.
- 3) Registers new patients and updates existing patients' information, including the collection of all eligibility documents needed for CHS, Direct Care, and/or fee-for-service benefits; explains the Indian Health Service regulations and requirements per Patient Registration on Contracted Health Services (CHS), Direct Care and Fee for Service issues.
- 4) Provides assistance in implementing a billing system for third party eligibility, (e.g. Medi-Cal, private insurances, etc.); acquires Insurance pre-approval when needed.
- 5) Collaborates with TRIHCI's Administrative Secretary to receive, review, and document incoming and outgoing Behavioral Health mail
- 6) Greets guests and visitors, and responds to general inquiries about the Behavioral Health department;
- 7) Ensures that the Behavioral Health offices and workroom areas are clean and presentable at all times;
- 8) Assists with keeping and maintaining an inventory of all Behavioral Health and administrative office supplies;
- 9) Assists with other ancillary needs as directed such as outside referrals, outreach activities, and coordination of care with outside agencies.
- 10) Cooperates with other professional and ancillary health program staff and assists as needed/assigned in other departments to facilitate a team approach to health care delivery.
- 11) Helps 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.

- 12) Maintains vehicle log and maintenance schedules and works in conjunction with TRIHCI's Accounting Manager to assure safe operation and maintenance of vehicle.
- 13) Responsible for maintaining confidentiality, including information covered by HIPAA.
- 14) Perform all other duties as assigned.

**Additional Responsibilities may include:**

- 1) Participate in all required staff meetings.
- 2) Perform general office duties or other responsibilities as needed and assigned.

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**Qualifications:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed here are representative of the knowledge, skills, and/or abilities required. In accordance with the Americans with Disabilities Act (ADA), reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Knowledge, Skills, and Abilities:**

- 1) Must demonstrate superior customer service and people skills, being able to respond to the immediate needs of patients or supervisors.
- 2) Must have effective oral and written communication skills (typing 40 wpm), being able to effectively reach diverse populations and entities.
- 3) Knowledge of 638 or IHS Contracting Program and organizational structure, tribal involvement, and clerical support services.
- 4) Demonstrate the ability to work independently in carrying out assignments while remaining reliable and dependable.
- 5) Ability to demonstrate basic levels of computer literacy, with a functional understanding of Microsoft Windows Operating Systems in an office setting.
- 6) Demonstrate a working knowledge of routine office hardware and equipment (e.g. printers, copiers, fax machines, etc.).
- 7) Must be familiar with entering data into a healthcare database program (EHR).
- 8) 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.
- 9) Demonstrate the competency and integrity to maintain the confidentiality of organizational, employee, and client records.

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**Requirements:**

1. Possess a Valid California Driver's License, provide an updated DMV printout upon hire and be insurable with the Tule River Indian Health Center Inc. insurance agency.
2. Must pass pre-employment drug & alcohol test, pre-employment physical, and background test.
3. Must maintain a professional appearance and attitude.
4. Must abide by vehicle policies and procedures and report vehicle incidents to immediate supervisor in a timely manner.
5. Must maintain absolute confidentiality regarding patients per HIPAA and TRIHCI policies in the workplace and on transports.
6. Must be able to multitask.
7. Knowledge of routine office hardware and equipment (e.g. printers, copiers, fax machines, etc.).

8. Ability to demonstrate basic levels of computer literacy, with a functional understanding of Microsoft Windows Operating Systems in an office setting.
9. Must have good communication skills and be able to effectively communicate with diverse populations.
10. Must have 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.
11. Must be familiar with entering data into a healthcare database program ( EHR).
12. Preference in hiring is given to qualified American Indians in accordance with the Indian Preference Act (Title 25, U.S. Code, § 472 & 473). Applicants claiming Indian Preference must submit Indian verification, certified by Tribe of affiliation or other acceptable documentation of Indian heritage.

**Education and/or Experience:**

A high school degree and the equivalent of two [2] years work experience in a related capacity is required.

**Certificates, Licenses, Registrations:**

- 1) Possess a valid California driver's license, provide an updated DMV printout upon hire and be insurable with the Tule River Indian Health Center, Inc. insurance agency.
- 2) First Aid/CPR at the BCLS level is required for this position.

**Preferred Qualifications and Contingencies:**

Certification or verified training in business or clinical office administration *and* a combination of training and/or experience equivalent to four (4) years practice in a behavioral health setting is preferred for this position.

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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.

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**Physical Work Environment:** *The description provided here is representative of those conditions in which the Administrative Assistant will be required to perform the essential functions of this position. As stated earlier, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*

While performing the duties of this position, the Behavioral Health Administrative Assistant is situated in a standard office environment within the health center, where there is little or no exposure to variations in the weather or other similar elements. The Behavioral Health Administrative Assistant will primarily be stationed at the Behavioral Health offices but will also move about the health center to meet with supervisors, patients, and co-workers. Consequently, the Behavioral Health Administrative Assistant must:

- 1) Possess the mobility to work in a standard office setting (i.e. walk, stand, or sit for extended periods of time).
- 2) Possess 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 ability to navigate stairs on a regular basis.

- 5) Possess the visual acuity to read printed materials and a computer screen.
- 6) Demonstrate hearing and speech capabilities that allow him/her to communicate in person and over the telephone as required.

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 Behavioral Health Department Administrative Assistant 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.*

**Employee Affirmation:**

*I have thoroughly read the attached position description for the position of Behavioral Health Department Administrative Assistant. Any verbal explanations that I have requested concerning the information in this position description have been provided me to my satisfaction. I subsequently affirm that I am qualified to occupy this position with TRIHCI and I agree to perform the duties and responsibilities outlined therein.*

Employee Name (Print)
Employee Signature
Date