

Position Description/Competencies: Intake Coordinator/Administrative Assistant

Job Title: Intake Coordinator/Administrative Assistant

Supervisor: PHP/IOP Program Manager

Job Summary:

Serve as the first point of contact for new patients and facilitate the intake screener. Courteously and effectively answer all direct phone calls. Contact new referrals to screen and schedule appointments. Perform assigned secretarial and clerical tasks and assist with overall patient care. Maintain accurate documentation of patient contact.

Duties and Responsibilities:

Conducts the intake process by gathering demographic information, verifying insurance, and conducting a screening to assess the patient's immediate needs, concerns, and reasons for seeking services. Based on information gathered, make recommendations for level of care.

Answers the telephone in a courteous and efficient manner, responding accurately to all requests for information and routing calls to appropriate staff members.

Completes daily census and revenue forms; assists in the processing of billing forms.

Assists in the preparation of all weekly and month reports, as assigned.

Maintains adequate quantity of forms, materials, supplies and equipment for the program.

Maintains assignment boards, bulletin boards and other communication sources.

Aids in the admission process by communicating with the Business/Home Office.

Gathers relevant descriptive and financial information to distribute to appropriate program personnel.

Assists with meal provision of the patients.

Greets visitors, patients and their families entering the office.

Other related duties, as assigned by the manager.

Demonstrates Competency in the Following Areas:

Capable skills in clerical and administrative support activities.

Philosophy and understanding of the Partial Hospitalization Program and Intensive Outpatient Program.

Knowledge and recognition of quality patient care, including strict confidentiality.

Knowledge and awareness of established program and personnel policies.

Keen awareness of regulatory requirements, including all state, federal and Medicare regulations.

Maintaining a good rapport and a cooperative working relationship with physicians and staff.

Representing the organization in a positive and professional manner.

Commitment to following organizational policies regarding ethical business practices.

Represents the organization in a positive and professional manner.

Complies with all organizational policies regarding ethical business practices.

Communicates the mission, ethics and goals of the program.

Background, Licensing Requirements:

Regulatory Requirements

- High School Diploma with exceptional Clerical and Office Skills
- One-year experience working in a professional business environment, preferably in a behavioral healthcare setting.

Language Skills

- Must possess good oral and written communication skills in the English language.

Skills

- Good overall clerical skills, ability to work productively and effectively.
- Ability to function well as a member of a multidisciplinary team.