

SPECIAL SERVICE FOR GROUPS

Title: Program Assistant (I/II) **Division:** IBHT
FLSA: Non-Exempt **Supervisor:** Division Director
Pay Range or Rate: \$13/hr – 15/hr. (Part-Time)

Revised: April 17, 2018

Summary

Under the supervision of the Division Director, the Program Assistant will provide administrative support and assistance for IBHT including, mental health care management, and caregiver supportive.

Essential Functions

- (I) Answer telephone call and if necessary provide appropriate referrals.
- (I) Process check requests, payments, and filings.
- (I) Collect appropriate staff documents (ie. Timesheets, mileage reports, client billings, purchase requisition, client closures, etc).
- (I) Clear all incoming documents and communications (ie. Mail, fax, voice messages, checks, etc.)
- (I) Assist in maintenance of developing, listing, and updating the project's resources and database.
- (I) Participate in on-going staff trainings.
- (I) Assist to screen potential clients for eligibility for services and conduct telephone intake of community referrals.
- (I) Conduct data entry utilizing designated Management Information System and/or other Integrated Systems.
- (I) Responsible for filing of Progress Notes and other program documents.
- (I) Assist with producing Productivity Reports
- (I) Contact various providers via phone, email or fax on client files
- (I) Attend all necessary trainings/meetings.
- (I) Verify Medi-Cal eligibility on a monthly basis for all clients enrolled an update funding sources as appropriate in the Electronic Health Record (EHR) to ensure accuracy in EDI claiming on an ongoing basis.
- (I) Reconcile psychiatry claims and ensure accuracy of MEDS processed via PATS
- (I) Maintain psychiatrist schedule via Google docs (psychiatrist and telehealth) that includes sending email reminder to staff of the client's schedule to meet with psychiatrist the following week to ensure access to medication support services is in compliance with LAC_DMH Policy 302.07. Coordinate wait time via Google docs and security.
- (I) Function as the liaison between the pharmacies and IBHT which includes contacting the pharmacy to verify medications submitted via e-prescribe have been received by the pharmacy; Enter medication not submitted via-e-prescribe in the PATS system, fax over prescriptions and follow up with pharmacy to ensure prescriptions were received; Coordinate scheduling of psychiatrist request for labs related to medication monitoring.
- (I) Reconcile medication notes to ensure timely completion of progress notes by psychiatry staff and submit email reminders to staff as appropriate. File/Scan all medication related documents in the client's (EHR) record.
- (I) Process all opening paperwork for clients who receive services at IBHT in the EHR and IBHIS and maintain a log of all cases open by month.

Other Duties:

- (II) Process new clients in Integrated System and prepare client charts.
- (II) Conduct and manage data entry of billing with a monthly deadline for payment.
- (II) Update CIN number and Card Issue Date changes in the Integrated System.
- (II) Assist with resubmission of denied claims in IS system
- (II) Provides analysis and assistance that involve MIS functions to staff in the development and maintenance of contract.
- Work on other appropriate tasks as assigned by the Program Director and/or designated supervisor.

Secondary Functions

- Conduct education and promotional outreach services.
- Assist in providing linkages to services for clients as outlined by the client care plan under the consultation of Psychiatric Social Workers (PSW) and/or Care Managers (CM) and/or Service Navigators (SN).
- Assist PSW and/or CM, SN with follow-up phone calls, service arrangements and client monitoring.

Minimum Qualifications - Knowledge, Skills and Abilities Required

- Minimum of High School Diploma, AA preferred or 2 years of work experience for each year of 2 year degree of work experience preferably in social service arena or customer service.
- Bilingual Spanish a MUST – reading, writing, speaking.

- Sound personal qualifications (i.e. maturity, stability, organized, and positive attitude).
- Interact and communicate in a professional and positive manner with the general public as well as with co-workers and providers.
- Ability to work timely and efficiently.
- Ability to work effectively with people, particularly with culturally/ethnically diverse communities.
- Ability to utilize computer office software (i.e. Word, Excel, PowerPoint, Outlook, etc.).
- Able to work with office equipment (computer, printers, copy machines, fax machines, postage meters, etc.).
- Able to work some nontraditional hours and weekends.
- Ability to work independently with minimum supervision as well as possess the skills to work in a team atmosphere.
- Possess a valid California Drivers License with no more than one moving violation.
- Must have personal reliable vehicle with appropriate automobile insurance.
- Verification of employment eligibility and background check.
- Regular attendance required.
- Overtime, holiday, or weekend work may be required.
- Other duties, tasks, and responsibilities as assigned by Division Director.

Supervisory Responsibilities

- This position does not have any supervisory responsibilities.

Environmental Conditions (Working Conditions)

- Must be able to work in an office setting utilizing a computer and some community settings. Requires some driving in all weather conditions as well as challenging neighborhoods throughout Los Angeles County.

Physical Requirements

- Able to spend time sitting at the desk, some driving to and from meetings/trainings, and outreach activities.
- Able to negotiate up and down stairways.
- Some lifting of office equipment, supplies up to 30 lbs.
- Able to listen and communicate verbally

Mental Requirements

- Requires ability to adjust and adapt to changing priorities/work schedules.
- Possess stable and sound mental health.

Application Process:

Please submit cover letter and resume by e-mail to: Carmen Chacón, Program Director at cchacon@ibht.ssg.org.

NO PHONE CALLS PLEASE

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