

BENTON COUNTY POSITION DESCRIPTION

CLASSIFICATION		BAND	GRADE	SUBGRADE	FLSA STATUS
Administrative Specialist		B	2	1	Non-Exempt
POSITION TITLE: BH Client Service Technician			POSITION#:		
☒ New ☐ Revised		Date:	01/15/2023		
SERVICE TYPE:			AFSCME		
Employee Name:		Department:	Health Department	Supervisor:	Behavioral Health Administrative Manager
FTE:	1.0	Employment Status:	Regular Full Time		

Position Summary:

This position supports Benton County Behavioral Health by providing customer services to individuals with serious and persistent mental illness by person and in person. Additionally, this position works independently to keep day to day administrative and program operations effective and efficient. Responsible to oversee administrative processes to assure consistency in approach and documentation across assigned programs. This position is required to cover at various locations through the Behavioral Health Division. Percentage of time spent will vary with area of assignment.

Essential Duties:

No.	Major Functional Area (MFA)	% of Time
	MFA: Administrative Specialist for Program Area. Essential Duties: - Assist in preparing and submitting program related materials internally to team member and externally to key stakeholders. - May assist in scheduling and coordination of meetings - May be involved in preparing, submitting, and distributing of program reports. - Serve as a point of contact for the public, telephone calls, and other inquiries regarding assigned program area. - Monitor program specific funds and vouchers, and make requests for replenishment as appropriate. - Responsible to prepare and distribute materials registration and program specific intake packets - Track and input fiscal and other data for program evaluation and review. - Act as a liaison as needed with other community agencies. - May support special projects which may require interaction and coordination of several programs, county departments, and/or community agencies. - May support and assist Department Administrative Assistants to coordinate department wide trainings and web page maintenance. - Provide guidance to program personnel on reception and office support policy and procedure processes. - Support and assure compliance on form development and maintenance.	
	MFA: Reception and Office Support Essential Duties: - Using excellent customer service; greet, educate and instruct clients over the admissions/services process. Check clients in for scheduled appointments. Respond to walk-in requests for information and/or scheduling. - Assist clients in completing forms as needed. Ensure client forms are filled out completely by client or representative. Enter client information into multiple data bases. Verify and update client information as needed. - Schedule clients in a complex computerized scheduling system. Manage clinical scheduling and rescheduling of appointments as indicated.	

	• Ensure to appropriately utilize available resources such as appointments to increase access to services. • Responsible to schedule and coordinate meetings, distribute agendas, document minutes, and coordinate communication. • Complete appointment reminder calls when appropriate. • May initiate records release requests from other provider offices to help facilitate the ongoing care for new clients. • Answer multi-line phones and determine the priority and action to take for in-coming calls (schedule appointments or forward to the appropriate staff member). • Connect clients to appropriate services following Health Services procedures. • Use Bi-lingual skills when needed. • Forward requests for medical records to the medical records office for processing and billing issues to the billing staff for resolution. • Process and distribute mail as appropriate. • Monitor reception area to assist in clinic flow and maintain a clean and safe environment.	
	MFA: Cash Handling/Financial/Insurance Essential Duties: • Verify proof of insurance and coverage with insurance carriers; Third Party, Medicaid and MediCare. Contact client if new proof of insurance is needed . • Educate clients about Benton County Health Services and Financial Policy and how the policy applies to the program(s) to help client understand their responsibilities for making payments and/or providing proof of insurance and income. • Follow Federal Poverty Guidelines for sliding fee scale for clients when appropriate. • Notify client of payment responsibilities as stated in the Financial Policies. Verify insurance carrier payment or have client sign insurance waiver. Work with clients to make payments on outstanding balances. • Check out client and collect fees for services and make follow up appointments • Track client enrollment, un-enrollment in state insurance program as well as care team assignments. • Conduct daily reconciliation of cash drawer and credit card payments. • Calculate and prepare closing till monies for daily deposit; Perform cash-handling responsibilities which include, but not limited to, receipt and post client payments made both in person and received through the mail.	
	MFA: Member of Care Team Essential Duties: • May participate as a member to the care team to provide services to clients. Participate in team huddles and meetings to help facilitate client care and clinic efficiencies. • May participate as an active member of inter-disciplinary teams, and other health services & county initiatives to improve and integrate services. • Monitor client flow and load to ensure clients are seen timely. Inform clients and practitioners if wait time is extended. • Review schedule in advance for availability of future appointments and work collaboratively with care team to maximize access. Coordinate with clinical staff to determine availability for nonscheduled appointments. • Forward client messages to clinical staff. • Assist care team to contact clients and outreach as needed.	

Other Duties As Assigned	
Percentages should total 100%	100%

Special Requirements:

Driving required. CPR preferred. Spanish/English bi-lingual proficiencies required. Experience in a community behavioral health setting preferred. Good working knowledge of HIPAA requirements. Proficient data entry skills are a must including but not limited to intermediate user in Microsoft Office Suite including Word, Excel, and Outlook. Required trainings: Mental Health First Aid, trauma informed care, and de-escalation/conflict resolution.

Physical Requirements:

Physical Demands:

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel; talk; or hear. The employee is occasionally required to stand; walk; sit; reach with hands and arms; and stoop; kneel; or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment:

The employee works in well-lighted, clean environments. The noise level in the work environment is quiet to moderate. **Check the following that applies to this position:** The employee may occasionally: ☒ work with angry or hostile clients or members of the public, ☒ work with toxic substances and biohazards, and ☒ exposure to infectious illnesses.

Emergency Preparedness:

Benton County is committed to emergency preparedness planning and implementation, and disaster recovery. In the case of a Health Department, County, State, Federal or other emergency or disaster, this position may be called upon to assist in responding. This may require the assignment of additional responsibilities, depending on the circumstances. These responsibilities could include unscheduled temporary changes in work schedule and/or work duties, including evenings and weekends, work relocation, overtime, working with other community agencies such as the local Fire Department, hospitals, the Red Cross and other emergency responders. The ability to be flexible is critical in our overall response to the emergency or disaster. Under Emergency situations this position may be called in to work, supporting Administration in regular duties or other work as assigned. Per County personnel policy, this position may be included in the agency's essential personnel for emergency/disaster response.

Quality Improvement Participation:

Employees are expected to participate in improving BHS' performance, processes, and programs through quality improvement activities, use of the PDSA model and participating on QI teams as assigned.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____