



**COWLITZ INDIAN TRIBE
DEPARTMENT OF HUMAN RESOURCES
JOB ANNOUNCEMENT**

POSITION DESCRIPTION

Title: Mental Health Receptionist

Schedule: Monday through Friday

Location: Tukwila, WA

Classification: Full-time

Opening Date: June ~~June~~ 20, 2017

Salary Range: \$17.00 to \$19.00 per hour DOQ

Closing Date: open until filled

Position Summary: Serve as front office representative and first contact for Cowlitz Tribal Health Seattle Mental Health Program. Communicate with staff, clients and representatives of other agencies.

Essential Functions:

- 1) Answer multi-line phone, route calls and/or take messages for HHS Seattle staff
- 2) Arrives on time daily to open front doors and prepare reception area for guests. Closes and locks front doors at the end of the business day.
- 3) Greets clients and prospective clients, documenting arrival and departure times and requests updated client information as needed. Signs in (non-client) office guests and provides visitor passes when necessary.
- 4) Check in and check out clients using BPRM scheduling system for all appointments located in clinic.
- 5) Manage all incoming and outgoing mail; Accepts and sends out deliveries & UA tests
- 6) Updates and maintains Seattle employee directory of contact information.
- 7) Develops a tracking system to organize program contact lists for communication with tribal partners, clients, stakeholders etc.
- 8) Develop/prepare communications and outreach materials with information on the program
- 9) Arrives before weekly meetings, set up meeting rooms and make coffee and/or prepare refreshments. Cleans and organizes meeting spaces post meeting.
- 10) Participate as directed in staff meetings and other meetings.
- 11) Create staff meeting agendas, record minutes and/notes documenting meetings; scan into shared folder along with any hand-outs; identify tasks and reported outcomes. Distribute to staff through email.

- 12) Collaborates with MH and SUD program coordinators to manage use of building space by staff, clients and community members. Ensures that therapy rooms are stocked with necessary items and ready for provider use.
- 13) Familiar with client intake process and forms. Conducts preliminary intake procedures including working with clients and prospective clients on the completion of intake forms. Creates and maintains Intake and Annual update packets for clinical use.
- 14) Collaborates with Referral Coordinator and other pertinent staff to manage referral stream; identifies eligibility barriers and works with families and community partners to reduce barriers to service acquisition. Maintains the Referral Master List.
- 15) Registers new MH clients accurately in RPMS and updates registration and billing information as needed, or annually for all other MH clients.
- 16) Checks all active MH clients at the beginning of the month to verify insurance benefits are active
- 17) Coordinates efficiently and effectively with MH program staff on-site and billing staff in Longview office.
- 18) Works closely with psychiatric prescriber including but not limited to; Managing schedule, scheduling incoming referrals, arranging transportation and childcare support, and requesting medical records
- 19) Willing to become a tribal assistor through the Washington State Health Care Authority to support client families whose Medicaid benefits have lapsed.
- 20) Tracks tribal documentation for active MH clients; maintains up-to-date information of federally recognized tribal enrollment offices to support efficient communication regarding enrolled or descendent status
- 21) Adheres to HIPAA compliance and all other confidentiality requirements per CFR 42, part 2: Federal Confidentiality Laws, with respect to all aspects of the program. Supports Intake Support Specialists and Referral Coordinator to communicate the purpose of client visits, relevant registration and billing information.
- 22) Supports client and guest engagement by effectively coordinating with program staff. Assess and address the nature of their needs, identify the referring agency or to learn how they heard about our program and to document these communications via WORD, email or as otherwise directed by Program Manager and Supervisor. Coordinates, communicates and engages with partner referring agencies.
- 23) Work closely with the Program Manager, Clinic Director and other clinical and administrative staff to implement a program providing high quality, culturally relevant mental health services to the Native community of greater Seattle metro area
- 24) Helps with purchasing of program supplies, food when directed.
- 25) Other duties as assigned by the Supervisor and/or Clinic Director

Minimum Job Qualifications:

- 1) Bachelor Degree preferred or 5+ years equivalent experience in business administration or office management can be accepted.
- 2) Type 60 words per minutes
- 3) Must possess a valid driver's license
- 4) Excellent skills in Microsoft Office programs

- 1) Must possess excellent time management skills and be self-motivated and directed as needed in a small practice where staff are expected to take on multiple roles and responsibilities
- 2) The successful applicant will be offered the position subject to a criminal background check and drug test

The Cowlitz Indian Tribe is an Equal Opportunity Employer, and a Drug & Alcohol-Free workplace.

Except as provided by Title 25 CFR, Section 472 which allows for Indian preference in hiring, the Cowlitz Indian Tribe does not discriminate on the basis of race, color, creed, age, sex, national origin, physical handicap, marital status, politics, or membership or non-membership in an employee organization.

Please mail resume and cover letter to:

Nancy Osborne
Human Resources Department
Cowlitz Indian Tribe
P.O. Box 2547
Longview, WA 98632

OR

Elizabeth Rideau - Personnel
Cowlitz Tribal Health
15455 65th Ave South
Tukwila, WA 98188
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