



CLIENT SERVICES SPECIALIST

COWLITZ INDIAN TRIBE DEPARTMENT OF HUMAN RESOURCES JOB DESCRIPTION

Job Title: Client Services Specialist

Department: Cowlitz Tribal Mental Health

Schedule: Monday through Friday, 8 a.m. to 5 p.m., with possible variability

Location: Longview, WA

Classification: Full-Time, Hourly, Non-Exempt

Open date: August 8, 2017

Salary Range: \$15 to \$20 hourly, DOQ

Closing date: Open until filled

Position Summary: Assists clients with gaining timely access to benefits and services. Provides support to providers and clients in the form of care coordination and case management. Provides back up to reception as needed.

Working under the supervision of the Program Manager, and in collaboration with a team of mental health professionals, the person filling this position will provide support to both clinicians and clients in the form of benefit assistance, intake support, case management, and care coordination.

Responsibilities:

- Maintain and practice confidentiality.
- Assist with coordinating patient care with internal and external providers and agencies.
- Determine eligibility for mental health services.
- Ensure all paperwork is completed for billing and charting purposes.
- Assist clients with completing patient registration forms and other paperwork when necessary.
- Provide support as a Tribal Assister to ensure clients have access to benefits they qualify for.
- Explain coverage options and the availability of financial assistance to lower the cost of insurance premiums.
- Provide clients with an orientation to program services.
- Troubleshoot problems that arise and provide solution-focused ideas for problem-solving.
- Data entry of patient registration, mini-registration, and annual update.

- Assist clients with identifying and accessing community resources including Title VII enrollment.
- Engage in client outreach as requested by mental health providers and defined by program procedures.
- Participate in community events for program outreach.
- Provide administrative program support as needed.
- Provide back up support to the reception position and complete duties as assigned to that position.
- Provide coordination with Cowlitz Tribal Medical Clinic or outside facilities for ordered labs and EKGs.

Qualifications:

- High School Diploma or equivalent required.
- Must possess an active certification as a Medical Assistant or become certified under the endorsement of an ARNP to complete patient vitals.
- Associate's Degree or equivalent amount of related experience required.
- Bachelor's Degree in Psychology, Sociology, Social Services, Social Work, or related field preferred.
- Two years of care coordination, case management, and patient care experience in a mental health setting preferred.
- Experience working in American Indian, Alaska Native, or diverse communities is preferred.
- Must possess a valid driver's license.
- Accurately type 35 words per minute.
- Must have working knowledge of office equipment.
- Skilled in Microsoft Office, Word, and Excel.
- Experience with RPMS preferred.
- Must possess excellent time management skills, highly motivated, energetic, and be a self-starter.
- Must submit and pass drug screening and criminal background check.

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:

Human Resources Department

Cowlitz Indian Tribe
P.O. Box 2547
Longview, WA 98632