Title: Medical Assistant for Mental Health

Department: Counseling Center
Reports to title: Office Manager

Full Time: ☐ Part Time: ☐ Date Prepared: June 10, 2019

Position Grade: PT-1 Regular Daily Work Schedule: 8:15 a.m. to 4:45 p.m.

Pay Type: Weekly ☐ Monthly ☐ Months Per Year: 12 Hours Per Week:
37.50 ☐

(Summer Months) Months Per Year: _____ Hours Per Week:

1. Summary of Position:

The Medical Assistant is responsible for assisting mental health providers with patient care including administrative and clinical tasks. Fulfills patient care responsibilities as assigned, which includes appointment scheduling, triage, verification of patient demographics and facilitation of patient flow. Interfaces with students, Counseling Center psychotherapists and psychiatric providers, members of the campus community, and off-campus providers to ensure smooth and efficient operation of the office. With a high level of discretion and confidentiality, assesses and assists students who may be in crisis and are in immediate need of services of the Counseling Center. Takes appropriate actions to support a diverse workforce and participates in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

2. Principal Duties and Responsibilities:

70% Administrative Support
• Cover the front desk including reception, answering phones and greeting walk-in traffic
• Schedule appointments and maintain electronic calendars of all the mental health providers, including appointment reminders and follow up with patients
• Create and maintain electronic patient files and center documentation, as well as copy, fax and scan documents
• Assist with releases of information, forwarding/sharing records, pre-authorizations and completing various forms/requisitions
• Maintain and purchase medical and office supplies
• Maintain the Counseling Center’s web page with announcements, workshop information, and office closings

15% Clinical
• Fulfill patient care responsibilities as assigned, including checking schedules and organizing patient flow, collecting patient history and performing intake assessments per Counseling Center guidelines
• Conduct brief assessments and triage patients to determine level of care needed (e.g. routine, urgent or emergency care)
• Provide de-escalation, support and immediate care for students in crisis
• Assist with coordinating hospitalizations
• Provides consultation to students, faculty and staff about mental health services offered and how to access care
• Prepare medication override and/or prior authorization forms for psychiatrists
• Assist psychiatric providers with medication refill requests
• Assist clinical case manager to provide students with referrals to off-campus providers or agencies that provide higher levels of care than can be received at the Counseling Center

10% Mental Health Promotion
• Coordinate event logistics including securing meeting rooms, communicating with guest speakers, arranging food for the events, etc.
• Provide occasional general workshops on the types of services offered in the Counseling Center, including the referral process and general care students can expect to receive

5% Performs other duties/functions as requested.

All employees are expected to participate in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

3. Internal-External Interaction/Communication:

Complex operational interactions/communications including providing, obtaining, receiving and analyzing information with students, staff, visitors and providers. Interacts respectfully with patients understanding and promoting patient rights. Communicates discreetly, confidentially, and effectively.

4. Education: (include certifications and licenses)
Required: Associates Degree from an accredited Medical Assistant Program or Bachelor's Degree in Psychology, Social Work or related field; OR 3 or more years of equivalent medical office or mental health clinic experience

Preferred:

5. **Experience:** (List specific skills necessary to perform this job)
   Required:

   - 2 years of related experience
   - Working knowledge of basic mental health or medical clinic practices, operations, techniques, equipment, and terminology
   - Basic knowledge of insurance plans
   - Computer experience with MS Office and G Suite, and able to learn and utilize new database and technology tools and concepts, including electronic health record software
   - Strong organizational, time management, interpersonal and written and verbal communication skills
   - Strong attention to detail
   - Ability to multi-task and function well in a fast-paced environment
   - Outstanding customer service skills
   - Commitment to working with a diverse community
   - Additional hours beyond normal work schedule and holiday coverage may be required

   Preferred:

   - Crisis intervention experience related to Mental Health
   - Experience with Adobe Creative Suite (e.g., InDesign; Photoshop).

6. **Environmental and Physical Demands:** (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

   - Lift, carry, push, and pull up to 25 lbs.
   - Visual – normal concentration and eye-hand coordination
   - Movement including kneeling, bending, reaching, walking, standing
   - Repetitive motions including hands, fingers, and wrists

7. **Decision Making:**
Requires an understanding of practices and procedures. Uses existing procedures to solve routine or standard problems. Problems are varied by similar, and selects best option for resolution from a set of defined procedures or based on precedence. Escalates complex issues to more senior team members or supervisor.

8. **Supervision Exercised/Received:**

Minimal supervision provided by supervisor.

Supervisory Responsibility: Yes _______ No ______ X_____

Number of Employees Supervised: _____