

- 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: _____