



**SHINGLE SPRINGS BAND OF MIWOK INDIANS**

P.O. Box 1340, Shingle Springs, CA 95682

**Position Title: Behavioral Health Receptionist**

**Job Summary**

Under the direct supervision of the Behavioral Health Manager of the Shingle Springs Health and Wellness Center, the incumbent provides general clerical support to the Behavioral Health Department maintaining all files, forms, data and records. The incumbent shall have knowledge of coding.

**Representative Examples of Work**

The incumbent will screen calls and evaluate the needs of clients and visitors in a courteous, friendly, and strictly confidential manner.

Greet and processes new and returning clients.

Refers inquires, as needed, to appropriate staff.

Schedules appointments for all staff as needed.

Coordinates and maintains individual provider's schedules to include monthly meetings, scheduled vacations, and events, and readjusts schedules as emergencies arise.

Assists clients in crisis in the absence of other staff members, and assist them for appropriate assistance.

Compiles information and data to create new client files, ensuring appropriate releases are obtained.

Assist clients with registration as needed to ease entry into the program.

Maintains a variety of confidential current files and records.

Ensures eligibility for each visit daily and processes information accordingly.

Maintains data input daily.

Collects copies of Medi-Cal, Medicare, and private insurance.

Updates client information in the database as needed.

Assists in Quality Improvement/Quality Assurance activities in the department.

Provides clerical assistance to the Behavioral Health Department by typing routine letters, correspondence, monthly reports, memorandums, and other similar duties as required.



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Creates departmental form letters, maintaining form supplies, and assists in compiling informational pamphlets as needed.

Collects and distributes all faxes, messages and mail received daily in administration for the Behavioral Health Department.

Provides departmental supply list to management.

Other duties as assigned.

### **JOB REQUIREMENTS**

Good oral and written communications and math skills.

Knowledge of general office duties.

Must be able to type a minimum of 45 WPM.

Must be able to follow written and oral instructions.

Must be capable of consistency in applying office policies and procedures.

Must be able to maintain extensive and confidential records and files for staff and patients.

Knowledge of Federal regulations, guidelines, and standards regarding maintenance of confidentiality of patient information.

### **GENERAL RECRUITING INDICATORS**

High School Diploma or GED with 2 years experience in an office setting or an Associate's Degree/2+ years into a 4 year program in psychology, human services or a closely related field.

Insurable by Tribal insurance company.

Pass a drug and alcohol screening.

Pass a competency exam.

### **INDIAN PREFERENCE**

Preference in hiring is given to: (1) Qualified Shingle Springs Rancheria members; and (2) qualified American Indians in accordance with the Title 15, U.S. Code, Section 472 and verification of Indian preference eligibility must be submitted with application.

**Salary Range:** \$12.00+ DOE