

JOB DESCRIPTION

JOB TITLE: Clinic Support Specialist

JOB ACCOUNTABILITY AND OBJECTIVES:

This non-exempt position works under supervision of the Director of Outpatient Services; acts as office receptionist, transcriptionist; performs secretarial and general clerical work

RESPONSIBILITIES:

ESSENTIAL FUNCTIONS:

- Serve as office receptionist: answer phone calls, assist visitors, provide routine information and direct inquiries to appropriate staff
- Serve as office transcriptionist, typing client notes and evaluations from dictating equipment
- Act as intake and appointment secretary: schedule intake appointments with appropriate staff
- Collect client fees
- Serve as intake secretary: assign chart number, gather financial information from clients and present financial options available for services
- Prepare SALS according to scheduled appointments, check SAL data and correct questionable or absent data prior to re-entry, submit completed SALS to Central Office according to schedule, report and modality changes; keep client log up to date
- Maintain information in client charts according to guidelines; file and retrieve client charts; review charts for clerical deficiencies for Utilization and Review Committee
- Perform secretarial functions: type letters, reports, memos, minutes of meetings, and other materials from draft copy; utilize dictating machine, compose routine correspondence as directed
- Score psychological tests
- Inventory and purchase office supplies
- Prepare incoming and outgoing mail
- Operate various standard office equipment

NON-ESSENTIAL FUNCTIONS:

- Perform other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to type 45 WPM preferred, but not required. Accuracy and ability to proofread are required.
- Ability to use transcriber, computer and other standard office equipment
- Skilled in grammar, spelling and punctuation
- Ability to relate positively and courteously to staff and the public
- Ability to respond effectively and calmly in a crisis situation
- Ability to detect and correct errors in various reports and other documents

EDUCATION AND EXPERIENCE:

- High school graduate or equivalent
- Two years experience in general clerical work, preferably some of which is in a service or mental health related organization
- Some experience in dealing with the public

SPECIAL CONDITIONS:

A criminal background check may be required at supervisor's discretion.

NON-SUPERVISOR GOAL(S)

Employee Signature Date

Supervisor Signature Date