

Western Montana Mental Health Center
602 Preston Avenue
Thompson Falls, MT 59873
Phone: (406) 532-9190

Job Title: Administrative Assistant I – Thompson Falls
Reports To: Access Service Line Director
FLSA Status: Non-Exempt (Hourly)
FTE Status: Full-time; Up to 40 Hours per Week

POSITION SUMMARY

The Administrative Assistant I is a support member to the Western Montana Mental Health Center facility. This includes providing receptionist duties including triaging of phone calls, coordinating communication between the providers, administration, and clients and assisting clients, their families and other agencies to obtain answers to questions. Maintains accounting and budgeting records for clients and program expenditures and operates and coordinates Western's management information system. Acts as a positive role model through good work ethic, fairness, flexibility and commitment to appropriate and direct communications; demonstrates energy and enthusiasm for Western's mission and vision.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Enters and completes data entry for services provided to Western clients.
- Preparation and management of schedules for providers and clinicians in coordination with organization policies and procedures.
- Records admissions and discharges to provide a source of information for statistical reports.
- Manage weekly medication clinics according to Western policies and procedures and assist in any customer service and care needs during clinic hours. Assist with client care and clinic processes as needed.
- Maintains client clinical charts according to Western's and State's standards including the following: Set-up charts for newly admitted clients; file materials in client charts and files in a timely fashion to assure current, accurate information is available and monitor clinical charts in coordination with the Service Line Director to assure they are being maintained in accordance with unit policies and procedures.
- Inform and consult with staff for the proper maintenance of clinical charts.
- Type various correspondence and reports using word-processing software.
- Prepare letters requesting medical records and client authorizations and maintain log of requests and records received in compliance with HIPAA.
- Design and update forms to obtain and maintain insurance information regarding all clients, as needed.
- Collect necessary client data and prepare reports sometimes utilizing spreadsheet software.
- Sort, route and prioritize incoming mail with distribution to appropriate staff.

- Greet people at the facility and answer calls to include the following: triage and coordinate communications between the team and clients; work with callers to temporarily manage them until other staff are available; attend to symptomatic behavior (shouting and pacing) of clients who arrive for appointments or who come in without a clear purpose; and, decide when and how quickly to refer calls to staff.
- Manage and operate the system in place to document all cash transactions with receipts.
- Operate and coordinate the computer and management information system for the program.
- Attend all mandatory meetings unless excused by supervisor.
- Complete daily timecard in an accurate and timely manner.
- Protect the confidentiality of clients and co-workers.
- Travel between Thompson Falls and Plains offices as needed for Administrative Support and operation's needs.
- Performs additional duties as requested.

KNOWLEDGE AND ABILITIES

- Must have good written and verbal communication skills including good grammar and correspondence structure.
- Must be able to prioritize and have excellent organizational duties to adapt to a changing environment.
- Must have ability to add, subtract, divide, multiply and calculate fractions.
- Must have ability to use Word software including word processing and Excel spreadsheets.
- Requires good records management skills.
- Must have reasoning ability to define problems and identify solutions to best serve clients.
- Ability to accept a variety of lifestyles, behaviors and culture and spiritual practices.
- Ability to accurately and appropriately document information when recording data.
- Able to drive between Thompson Falls and Plains locations as needed.

EDUCATION AND EXPERIENCE

- Graduation from High School or GED.
- Must be at least 18 years old.
- Associate or Bachelor's degree in human services or business/office management preferred.
- Minimum of one year of office and clerical experience with experience in a health care setting preferred.