



VITALITY UNLIMITED POSITION DESCRIPTION

JOB TITLE: CCBHC RECEPTIONIST
DEPARTMENT: ADMINISTRATIVE PERSONNEL
SUPERVISOR: PROGRAM COORDINATOR / CLINICAL SUPERVISOR

JOB SUMMARY:

The Receptionist is one of the most important positions in the facilities and are most often the first contact with the public and therefore give the first impression of our professional services and the Company. It is vital that the first impression is positive. Multitasking with walk-in appointments, answering telephones and fielding those calls, assisting with Clinicians needs for appointment setting and scheduling in a complex confidential and active setting is a necessary skill.

JOB DUTIES AND RESPONSIBILITIES:

- Answer phones and field calls accordingly to Clinicians, make appointments answer questions.
- Assist clients on arrival for appointments, or for information. Gather appropriate information for insurance, check on insurance availability and update files.
- Gather and make copies of required IDs and insurance cards. Assist in paperwork when required. Check that all forms are correct and complete and signed.
- Ensure all required documents are scanned/entered into the computer and a hard copy file is created and maintained.
- File management daily as above with any new documentation, including documents that are faxed or emailed in. Provide hard copy files for Clinicians for appointments and update computer files with new notations and scan/ enter in computer and file.
- Assist coworkers with day to day tasks, assuring time cards necessary paperwork goes to the business office in a timely manner.
- Assure videos of TedTalks are continuously running during business and that the fish are fed.
- Assist with Client Groups check in and order food snacks when needed. (Children and Teen groups)
- Create monthly Groups Calendar and distribute.
- Assist clients and Clinicians on the crisis line with professionalism and urgency and discretion. Assist Clinician's on both ends with Telemedicine calls set up on computers.
- Take and notate clients' vitals, (Pulse, temperature and blood pressure) for medication management appointments.
- Assure notes for Psychiatric Nurse/ Nurse Practitioner are scanned into their EClinical file and then finish the progress notes, add billing codes and lock the appointment.

KNOWLEDGE AND SKILLS:

Excellent typing, computer and speed writing skills. Must have knowledge of office procedures. Detail-oriented, organized, computer proficient, excellent oral and written skills, file management, and multi-tasking skills. Must work well independently and cooperatively with staff, maintaining confidentiality. Grace under pressure. Excellent telephone techniques and public relations skills. Must sit long periods at a desk. Works in an acclimatized office. Regular scheduled hours will be 8:00 a.m. to 5:00 p.m. Monday through Friday. May work additional hours or varied schedule when workload requires.

EDUCATION:

Graduation from High School or GED

I have read the job description and understand fully the duties of my position.

Employee Signature

Date

Human Resources Coordinator