

## **JOB DESCRIPTION**

**Job Title: Behavioral Health Receptionist**

**Department: Health Services**

**Supervisor: Clinical Supervisor**

### **JOB SUMMARY:**

Mental Health Clinic receptionists are the first line of communication between a participant, a therapist, and a doctor, whether it's on the phone or in person. They may answer questions or provide general information, or may direct a participant to a person who can provide more direct and specific information. Mental Health Clinic receptionists are responsible for keeping, updating, and maintaining records by getting the appropriate information from the program participants, therapists, and psychiatrists. Being skilled in computer software, such as excel spreadsheets, word processing, and other programs relevant to the clinic is necessary to perform the required tasks. Some receptionists may also be trained in coding or billing clients and insurance companies to complete the insurance eligibility task. Mental Health receptionists must have excellent communication and customer service and people skills, as well as be able to multitask and stay organized. It is important to be keenly aware of all services provided within the clinic and throughout the agency.

### **DUTIES AND REponsibilities:**

1. Receives all incoming visitors and program participants, and routes them to the proper staff person for services.
2. Receives all incoming phone calls, screens them, take messages and/or forward to appropriate staff.
3. Checks program members' eligibility using PROMISE system at each treatment event.
4. Completes initial intake process with all new program members.
5. Maintains and updates lists of active participants and gives them initial and / or follow up appointments as needed.
6. Maintains updated lists of closed cases and keeps them secure by following agency filing and storage procedures.
7. Types reports, inter-office memoranda, labels, and other correspondence.
8. Proof reads hand written work prior to typing.
9. Duplicates materials and logs them appropriately.
10. Collect and process daily billing for all therapists and psychiatrists.
11. Closely manage psychiatrists' schedules, pull charts the day before, maintain accurate patient lists, and follow up appointments and charting.
12. Maintains an updated inventory of all office equipment and supplies and picks up materials at designated area.
13. Organizes and maintains program and member records.
14. Maintains calendar of events and schedules and coordinates appointments for all new therapists and psychiatrists.
15. Provides training for volunteer staff.
16. Ensures that all office equipment and furniture are maintained in proper working condition.

17. Places orders necessary for program operations. Ensures that all orders have been approved by the Clinical Director before processing.
18. Submits check requests to the fiscal department for review and signature by the Clinical Supervisor within the allotted time.
19. Duplicates time sheets and submits them to personnel.
20. Operates computers programs, like Microsoft Word and Excel.
21. Maintains daily log for clinical needs.
22. Responsible all incoming and outgoing faxes for the unit.
23. Files program members' documents and maintains files, file folders and file cabinets organized and secured.
24. Types the monthly statistical data report and other reports as needed.
25. Trains new receptionist staff on the use of office equipment and on clinic procedures.
26. Ability and willingness to work some early mornings, evenings, and weekends.
27. Performs other duties as assigned.

**QUALIFICATIONS:**

- High School Diploma or GED or equivalent.
- Bilingual / Bicultural (Spanish / English) preferred.
- Fluent in the use of Microsoft Word, Excel, and other applications.
- 2 years' experience working in a mental health environment as a receptionist or intake personnel.
- Knowledge of general office machines, telephone systems, fax machine, PDF operations, and other information systems.
- Sensitivity to the needs of persons with disabilities.
- Ability and willingness to work cooperatively with others.
- Maintains a high degree of discretion when dealing with confidential information.
- Must exercise a high degree of confidentiality.

The duties and responsibilities contained in this job description have been explained to me in detail. I understand them and the responsibilities inherent in this position and will abide by them. I further understand that all documents and information that I come across should not be discussed with co-workers and/or the general public and that I must treat all such information in a strictly confidential, need to know matter.

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Employee's Signature

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Date

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HR Generalist

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Date