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| <b>Job Title:</b>     | Bilingual (English/Spanish) Mental Health Clinic Administrator/Receptionist |
| <b>CCFH Program:</b>  | Mental Health Clinic  |
| <b>Location:</b>      | Durham, NC  |
| <b>Position Type:</b> | Full-Time   |

**JOB DESCRIPTION**

**Reporting Relationship: Director of Mental Health Services**

**Occupational Summary:**

This position encompasses duties related to all operations in the Center for Child and Family Health’s Mental Health Clinic including the responsibility for medical records, processing and tracking referrals, and obtaining demographic and insurance information. As time allows, the Clinic Administrator will support reception functions for the Center. All employees are required to perform in accordance with the Center for Child and Family Health Policies and Procedures Manual.

**Work Performed:**

- Interview guardians and other professionals to obtain and verify client demographic and insurance information - communicating concerns to the Mental Health Clinic Director
- Assist with Spanish speaking referrals and communication as needed
- Greet clients and visitors, answer phone and email, route visitors and calls to appropriate department/person, check deliveries/packages and notify recipient
- Provide information to clients, referral sources, and outside professionals
- Create and maintain electronic and physical medical records
- Collect client payments, post payments, and transfer to Finance, according to Clinic Business Manager procedure
- Request prior authorizations, as needed
- Schedule appointments for Psychiatrist and others as needed
- Make reminder calls for assessments and Psychiatrist
- Assist guardians with completion of required forms and questionnaires
- Forward prescription requests to Psychiatrist and follow up as needed
- Prepare and post updated client list prior to Mental Health meeting
- Provide support to Director of Mental Health Services, Clinic Business Manager, Mental Health Clinic Director, Psychiatrist, and Clinicians to facilitate effective and efficient operation of the Clinic
- Prepare and send written correspondence as necessary/requested
- Maintain data of current applications and spreadsheets
- Monitor and maintain Clinic lobby
- Receive and disseminate CCFH faxed material and scan as needed
- Operate and maintain general office equipment
- Create/maintain written procedure relevant to position
- Consistent communication with Mental Health Clinic Director to facilitate services for clients
- Attend training and meetings as necessary
- Follows HIPAA guidelines
- Perform special projects as assigned and other duties as requested

**The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.**



**Required Qualifications At This Level**

**Education/Training:**

- BA degree from an accredited college or university OR equivalent work experience with a high school diploma

**Experience preferred:**

- 2 – 3 years working with a diverse population of **children** and families a plus
- 2 – 3 years administrative experience in a clinic or Dr.'s office
- Experience with medical records a plus

**Skills:**

- Proficient with computer applications (e-mail, Microsoft Office,) and the ability to learn and master other computer technology/software programs as needed
- Fluency in English and Spanish
- Ability to multitask, adhere to deadlines, and work independently in a fast-paced environment
- Excellent written and verbal communication skills
- Strong organizational skills and extreme attention to detail
- Ability to handle sensitive information with absolute confidentiality
- Ability to work effectively and collaboratively as a team member
- Capacity to develop and maintain professional, **service-oriented**, working relationships with clients, mental health workers, co-workers, and supervisors
- Willingness to take initiative with setting up, or improving, administrative systems
- Excellent follow through and persistence in completing tasks

**Physical Requirements:** The position requires mostly sitting and using a computer/phone. Must be able to lift 15 lbs.

**APPLICATION INFORMATION**

Please send a personalized letter of interest and resumes to Ebony Sneed via email at [ebony.sneed@duke.edu](mailto:ebony.sneed@duke.edu) with the subject line: Bilingual Mental Health Clinician Administrator/Receptionist

For additional information on the Center for Child & Family Health, please see the CCFH website at [www.ccfhnc.org](http://www.ccfhnc.org).