
LAC VIEUX DESERT BAND OF LAKE SUPERIOR CHIPPEWA INDIANS

HUMAN RESOURCES

*P.O. Box 129, N5384 US 45 Watersmeet, MI 49969
Phone: 906-358-4226 Fax: 906-358-4913*

**JOB VACANCY****POSTED: 12/17/2020 UNTIL FILLED****POSITION: Behavioral Health Office Manager****DEPARTMENT: Lac Vieux Desert Health Clinic****LOCATION: LVD Clinic, Watersmeet, MI 49969****SUPERVISOR: Behavioral Health Director****EMPLOYMENT: Full Time****SALARY/PAY RATE: \$11.24 - \$15.00/hour****DESCRIPTION:**

Responsible to the LVD Behavioral Health staff for the effective implementation of staff and program administrative support. Services delivered include clinical records management, program/service billing, compiling of program reports, reception, information management, Mental Health reports, general secretarial and office duties and special projects as directed by the Behavioral Health Director.

RESPONSIBILITIES:

- Answer incoming telephone calls, answer questions and direct calls.
- Schedule mental health and substance abuse outpatient appointments and meetings.
- Run reports for analysis within the clinic for grant and contract compliance.
- Assist with accreditation requirements and compliance.
- Update and maintain accurate office policies.
- Organize office operations and procedures.
- Control correspondence (internal and external), writes letters and memos.
- Stay current and efficient with emails.
- Act as a liaison with outside agencies, organizations and groups.

- Maintain office equipment.
- Maintain and organize grant and contract information.
- Maintain and update information with referral agencies.
- Manage and complete purchase orders and check requests.
- Assist with coordinating residential/inpatient treatment admissions process.
- Design filing system.
- Ensure filing is confidential and done daily.
- Ensure HIPAA and CFR-42 complaint records transfer.
- Maintain and replenish inventory according to Tribal Policies and Procedures.
- When time permits, may assist with coordinating external referrals and prior authorizations.

MINIMUM QUALIFICATIONS:

- High School Diploma
- One year of prior experience in a medical office setting
- Excellent communication skills, verbal, written and typed
- Professional and compassion client relation skills
- Proficient in Microsoft Office, Outlook, Excel, Zoom
- Well organized, detail oriented, accurate and efficient.
- Must have efficient and accurate typing skills
- Ability to learn new computer programs or office technology
- Positive and calm demeanor

PREFERRED QUALIFICATIONS

- Formal customer service training
- Mental Health First Aid Training or Behavioral Health experience
- Familiarity with Electronic Health Records systems
- Valid CPR certification
- Familiar with patient statements, EOBs, co-pays and deductibles as identified by 3rd party payers

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

Date Approved by the Tribal Council: 12/8/2015

Updated: 12/9/2021