



POSITION ANNOUNCEMENT

Administrative Services Specialist

June 26, 2018

Family Service of the Piedmont is a not for profit agency whose mission is to promote healthy lives and relationships for children, families and individuals in times of crisis or transition.

The agency is seeking an Administrative Services Specialist to perform and coordinate various clinical services administrative duties and assist with the utilization review and intake process.

Responsibilities:

1. Sets appointments and manages scheduling in the EHR. Returns calls to follow up on patient needs.
2. Coordinates the NC TOPPS program. Ensures NC TOPPS are completed accurately and assigned to the treating therapist.
3. Serves as NC TOPPS Super-user. Checking NC TOPPS Compliance on a daily basis, entering data into the state system, and scanning NC TOPPS paper forms into electronic health record.
4. Attends weekly meetings as a means of communicating NC TOPPS information.
5. Completes insurance eligibility verification on a daily basis
6. Serves as a backup for answering and coordinating incoming calls at the front desk.
7. Serves as back up in client Intake, screening and evaluating clients in the walk in clinic.
8. Serves as a backup for Utilization Review. Completing enrollments, audits and authorizations
9. Assists with the overall coordination and running of the walk in clinic; Assists in triaging clients as they present to the front desk
10. Provides quality, culturally sensitive, respectful administrative services to a diverse client population.
11. Maintains ongoing client contact to promote client engagement and keep team aware of any client issues affecting treatment and service provision for the entire agency. Serves as one point of contact for clients and families. Advocate on client's behalf as needed.
12. Collects, records and tabulates outcome data; assists in required reporting as needed.
13. Participates on the Counseling Services team and performs other activities, duties or assignments as may be needed for effective agency functioning.

Qualifications:

1. Ability to forge a mutually respectful partnership with persons served and their families in which they are helped to gain the skills and confidence to address any issues and problems they face.
2. The ability to respond appropriately to the cultural differences present among the organization's service population and staff is required.
3. Ability to work in partnership with other team members.
4. Conviction about the capacity of people to grow and change.
5. Ability to set limits and maintain the helping role of the practitioner and to intervene appropriately to meet the needs of the persons served or other family members.
6. Ability to sit, stand, walk, climb stairs, lift at least 30 pounds, move about the office or otherwise perform the physical tasks required to perform the duties listed above.
7. Utilize an electronic health record and appropriate medical equipment used in a primary care setting.
8. Computer literacy.
9. Strong customer service and organizational skills; Resourcefulness in problem solving.

Six months to one year of relevant experience preferred. An equivalent combination of education and experience may be considered

Send resume and cover letter to:
Human Resources
Family Service of the Piedmont
902 Bonner Dr.
Jamestown, NC 27285

FAMILY SERVICE OF THE PIEDMONT IS AN EQUAL OPPORTUNITY EMPLOYER