



Spirit Lake Tribe
P.O. Box 359
Fort Totten, North Dakota 58335
karenj@spiritlakenation.com

Job Title:	Medical Support Assistant- Behavioral Health Department	Open Date:	September 9, 2020
SLT Program:	Spirit Lake Health Center	Close Date:	September 16, 2020

Position Objective: This position is responsible for providing administrative support to the Spirit Lake Health Center (SLHC) Behavioral Health Department. Work is performed and duties are carried out in accordance with established policies, procedures, and SLHC core values: VALUES.

Major Duties and Essential Functions:

- Answers telephone and greets visitors; provides information and assistance; resolves problems; prioritizes questions and concerns for supervisor’s attention.
- Gathers patient demographic information, updates patient information, and registers patients in the electronic system; determines eligibility for services; and, obtains documentation of Indian blood and/or Tribal enrollment.
- Establishes a new patient record or re-establishes inactive patient records if necessary; assembles records according to established guidelines.
- Obtains patient’s signature on required forms as needed, files or routes documents to others appropriately.
- Schedule appointments and follow up appointments; and, makes arrangements for patient transportation when necessary.
- Verify third party insurance, including Medicaid eligibility, obtains copies of the private insurance health cards, and updates the patient’s record.
- Medical records filing.
- Responds appropriately to routine requests for patient information in accordance with established procedures, and, privacy laws and regulations.
- Assists with continuity and quality of care through monitoring of information regarding patients seen, screening patients by taking & recording temperatures, scheduling appointments and follow up, and, no-show patients. Follows up with patients regarding all missed appointments appropriately.
- Provides reports in accordance with established schedule and format as requested.
- Maintains adequate supply of required forms/documents.
- Creates, composes, edits, produces and/or distributes varied correspondence, reports, meeting minutes, advertisements, mailings, faxes, notices and other materials; obtains, organizes, and plans suitable presentation of content; reviews work for format consistency, grammatical construction and typographical accuracy; presents finished materials for review, or distributes.
- Prepares requisitions for supplies and travel as needed.
- Assists with implementation of policies and development of procedures.

- Participates on performance improvement teams and other committees as assigned.
- Must comply with federal laws and regulations as required by the Health Insurance Portability and Accountability Act (HIPAA) and the Privacy Act of 1974.
- Performs related duties.

Knowledge required at a level appropriate for this position:

- Knowledge of HIPAA the Privacy Act of 1974.
- Knowledge of patient registration principles.
- Knowledge of medical terminology related to behavioral health services.
- Knowledge of modern office practices and procedures.
- Knowledge of the correct and effective use of English, including grammar, spelling, and punctuation.
- Knowledge of Behavioral Health policies and procedures.
- Knowledge of computers and job-related software programs.
- Knowledge of customer service principles.
- Ability to work with personal computer and utilize a variety of software applications, including database and office software systems.
- Ability to communicate clearly and effectively, both orally and in writing, using tact and sensitivity.
- Ability to organize the multiple demands of the job.
- Skill in prioritizing and organizing work, and maintenance of files and records.
- Skill in the provision of customer services.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.

Supervisory Controls

The supervisor assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results. Work is reviewed through reports, and observation of interactions with SLHC patients.

Guidelines

Guidelines include SLHC policies and procedures. These guidelines are generally clear and specific, and deviations must be authorized by the supervisor.

Complexity/Scope of Work

This position consists of related clerical duties. The purpose of this position is to provide administrative support to the Behavioral Health Department. Successful performance contributes to the efficiency and effectiveness of the assigned area's operations.

Contacts

Contacts are typically with providers, other employees and patients. Contacts are typically to give and exchange information and provide assistance.

Physical Demands/Work Environment

The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The work is typically performed in an office and the noise level in the work environment is usually quiet.

While performing the duties of this job, the employee is regularly required to sit; use hands and fingers to manipulate, handle, or feel; and, talk or hear. The employee must regularly lift and /or move light objects and distinguish between shades of color.

Supervisory and Management Responsibility

None

Minimum Qualifications

- High school diploma or equivalent.
- Two years of college preferred.
- One (1) year of administrative office support experience sufficient to understand the major duties of the position, and to be able to answer questions and resolve problems.
- Experience with a behavioral/mental health clinic and/or addiction setting is preferred.
- Must successfully pass a criminal and background check, and a pre-employment drug screen.

Job Location:	Spirit Lake Health Center	Company Industry:	Spirit Lake Health Center
Job Role:	Medical Support Assistant Behavioral Health Dept.		
Employment Status:	Full- time position	Supervision	Behavioral Health Department Director
Salary Range:	DOQ	Manages Others:	no
Number of Vacancies:	1	Other:	

More detailed job description can be picked up in the Human Resource Department for this opening.

Please Send Application to:

Name:	Spirit Lake Tribe Human Resource Department	Email:	ndemarce@spiritlakenation.com
Address:	P.O. Box 97	State	North Dakota
City:	Fort Totten	Zip/Postal Code:	58335
Phone:	701-381-0204	Fax:	701-766-1272

Application Procedure
 Complete application/Completed resume/Application materials must clearly explain how experience and education are related to minimum qualifications and job duties. Copy of Credentials /License/Copy of college transcripts/copy of valid driver's license/Names, addresses, phone numbers and permission to contact three references/If seeking Indian Preference a copy of Tribal Enrollment must be attached/ If seeking Veteran's preference must include Form DD214/Authorization signature will be required for background check and drug testing.