



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

**Job Title:**

Medical Support Assistant-  
Behavioral Health Department

**Open Date:**

March 30, 2017

**Position Objective: The incumbent is responsible for the clerical work and selected patient services that are necessary for the implementation of the Behavioral Health Department at the Spirit Lake Health Center in Fort Totten, ND**

## Major Duties & Responsibilities

### Duties and Responsibilities

- Acts as receptionist for the office, receiving visitors and referring them through proper channels to obtain information other than for Behavioral Health issues.
- Maintains case files for each patient seen.
- Types reports for Behavioral Health Supervisor monthly, quarterly, and annually from information received from staff. Responsible for correct use of format, grammar, spelling and punctuation.
- Makes appointments and provides directions for reaching assisting agencies.
- Maintains system for Behavioral Health materials, regulation interagency forms, resource files and information suitable for client use.
- Provides great customer service to our clients. Individual is calm, polite, kind, and helpful.
- Responsible for completing all clerical duties assigned by Behavioral health staff.
- Is well organized and is able to manage and track systems in place. Complete all required forms accurately and within agency timelines.
- Is comfortable working with seriously mentally ill patients and those that struggle with other mental health conditions.
- Is comfortable assisting individuals whom present in crisis, particularly when a provider is unavailable to assist.
- Screens patients being referred to Purchase referred care to determine eligibility for health insurance benefits.
- Responsible for making travel arrangements for Behavioral Health staff.
- Assists department head with timecards for all employees.
- Has adequate computer skills. Comfortable working with Microsoft word and Excel.
- Is responsible for managing supplies and equipment and for promoting teamwork with other staff members under the direction of the Behavioral Health Supervisor.
- Assists providers with completing additional documents such as sending out referrals in EHR system, ROI information, etc.
- Highly maintains patient record confidentiality, safeguarding medical information.
- Prepares requisitions of supplies needed.

- Keeps work areas neat and orderly. Shares responsibility with caring for the facility. Keeps bulletin boards current. Maintains an adequate supply of forms. Is responsible for ordering forms for the unit as needed.
- Takes minutes for any departmental meetings.
- Assists other medical support assistants with coverage when needed.
- Attends in-services and staff meetings/trainings as scheduled.
- Incumbent may be required to operate a tribal or personally owned or leased vehicle in the performance of above duties.
- Ability to triage patients prior to visit with professional.
- Though it may be rare but individual must have the ability to work flexible hours if needed.
- Performs other related duties as assigned.

**Factor 1 – Knowledge required by the position**

Knowledge of agency regulations concerning patient’s eligibility for services.

Knowledge and ability to communicate essential information to patients and families, such as in the scheduling of tests, appointments and referrals.

Knowledge of medical terminology used in mental health and regulations and policies and procedures of the unit.

Knowledge and ability to use a computer for entering and storing data.

Knowledge of all travel, purchasing, time and attendance, plus all other automated systems.

**Factor 2 – Supervisory Controls**

Work is performed under the supervision of Behavioral Health Supervisor who rates performance and grants leave and is available for guidance in unusual problem or emergency situations. Incumbent initiates and performs independently the recurring functions of the area. Work is primarily reviewed in terms of the overall efficiency of service provided to patients and clinic employees.

**Factor 3 – Guidelines**

Guidelines available are established Clinic policy and procedures, Spirit Lake Tribal manual, and Behavioral Health Policy and Procedure Manuals. The Medical Support Assistant uses good judgement while interviewing patients for treatment and gathering sufficient information to make appointments. The employee refers situations that are not covered by guidelines to the supervisor.

**Factor 4 – Complexity**

The purpose of the work is to complete related processes such as compiling, recording, reviewing, selecting and interpreting medical data and information incidental to the Mental Health patient care and treatment activities. The employee decides what needs to be done by selecting from various options that require recognition of and differences among a few available alternatives. The employee responds to changing priorities that depend on urgency of the situation and information regarding the patient.

**Factor 5 – Scope and Effect**

The work involves providing administrative support to the Behavioral Health unit by performing various miscellaneous clerical assignments.

**Factor 6 – Personal Contacts**

Personal contacts are with patients effected by a variety of problems, with family members, other visitors, variety of agencies, physicians and nurses, and clinic employees of other medical services.

**Factor 7 – Purpose of contacts**

Contacts with patients are for scheduling appointments of treatment frequently requiring adjustments in schedules to meet the needs of patients. The clerk coordinates appointment schedules with servicing departments.

**Factor 8 – Physical Demands**

Majority of tasks will be performed in the office setting, with some walking, standing and bending while filing and carrying light medical supplies and records. The ability for the incumbent to travel may be required. The incumbent may operate Tribally owned or leased motor vehicles in the performance of work duties, if the vehicle is available for use. Valid state driver's license is required.

**Factor 9 – Work Environment**

Work is performed in a clinic responsible for treating patients with a wide variety of medical problems. The clerk is frequently exposed to communicable diseases. Safety precautions are sometimes necessary.

**Qualifications, Experience and education required:**

- Adequate Computer skills (Microsoft word and Excel)
- Excellent verbal and written communication skills
- Ability to maintain a strict standard of confidentiality
- Ability to establish and maintain effective working relationships with other employees, community partners, community members, and general public.
- Ability to be comfortable working with individuals whom come in crisis and struggle with behavioral health issues.
- Agree to maintain a Drug-free workplace.
- Preferred 2 year college education in Administration or Human Service degree, will consider individuals whom have a High School Diploma or GED
- 1-2 years of experience is preferred but is not a requirement upon entering position.
- Valid Driver's License
- No record or history of child abuse/neglect
- Pass background check

<b>Job Role:</b>	Behavioral Health	<b>Company Industry:</b>	Spirit Lake Tribe
		<b>Closing Date:</b>	April 14, 2017
<b>Employment Status:</b>	Full- time	<b>Supervision</b>	Department Supervisor
<b>Monthly Salary Range:</b>	DOQ	<b>Manages Others:</b>	No
<b>Number of Vacancies:</b>	1		
<b>Please Send Application to:</b>			
<b>Name:</b>	Spirit Lake Human Resource Department	<b>Email:</b>	slthr@spiritlakenation.com
<b>Address:</b>	P.O. Box 97	<b>State</b>	North Dakota

<b>City:</b>	Fort Totten, North Dakota	<b>Zip/Postal Code:</b>	58335
<b>Phone:</b>	701-766-1203 or 701-766-1215	<b>Fax:</b>	701-766-1272
<b>Application Procedure</b>			
	<p>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.</p>		