

**SECRETARY/RECEPTIONIST: PSYCHIATRIC SERVICES/COMMUNITY  
PSYCHIATRIC SUPPORTIVE TREATMENT SERVICES**

**GENERAL DUTIES:**

Acts as the organization's initial contact for patients or visitors who present at the Counseling Center's Psychiatric Services office, coordinates schedules for Psychiatric Services staff, and provides clerical support to the Community Psychiatric Supportive Treatment Program.

**SPECIFIC DUTIES:**

1. Greets patients and visitors, answers questions, and directs patients to the appropriate service area.
2. Answers, promptly and pleasantly all phone lines coming into the office, directs calls to appropriate staff, and takes specific messages, when appropriate.
3. Answers routine informational requests from callers, directing more specific requests to other staff.
4. Schedules appointment for new psychiatric referrals: determines previous service history, checks payer information and makes sure each new admission is assigned to a person qualified to provide service under their unique payment arrangements.
5. Reschedules appointments for persons calling on the phone.
6. Maintains a daily master schedule in electronic form, keeps records of patient cancellations and no-shows.
7. Updates financial and patient information on a regular basis including: change of address or phone number; changes in financial status, and changes in payer information. Enters updated information into the MIS or forwards it to appropriate Finance Unit staff.
8. Assists in maintaining the medical records of program patients including filing miscellaneous items, collecting necessary signatures, assuring completeness, and alerting staff to any noted difficulties.
9. Collects fees from self-pay patients, records payments, issues receipts, and forwards payments to the main office.
10. Mails reminder cards to patients and assists in making reminder calls.

11. Manages the assignment of agency vehicles: keeps necessary records, tracks and schedules necessary maintenance, alerts the Vice President/Chief Operating Officer to any unusual problems or service needs, and prepares monthly vehicle utilization reports for the Vice President/Chief Financial Officer.
12. Delivers, collects and distributes mail between the Benden East and Benden West offices.
13. Provides clerical support to the staff of the Community Psychiatric Support Services unit including: typing, faxing, copying, and taking phone messages.
14. Provides clerical support as needed to the Director of Community Psychiatric Supportive Treatment (CPST) Unit, CPST staff and the Vice President/Chief of Rehabilitation and Recovery Services.
15. Compiles and forwards necessary reports of office operations to the administrative office, as required, or requested.
16. Maintains an up-to-date file of prescriptions written by the prescribing professionals.
17. Opens the office each morning and assures it is closed on assigned evenings.
18. Keeps the Vice President/Chief Operating Officer informed of any problems with the physical plant and assists in maintaining a professional-looking facility.
19. Keeps up to date with required organizational trainings.
20. Attends and participates unit meetings, as required and in other agency committees, quality improvement teams or task forces as assigned.
21. Abides by the corporate policies and procedures, with special attention to the Policy on Patient Rights, the Confidentiality Policy and the Counseling Center's Code of Ethics.
22. Completes other duties, as assigned, or as required for efficient and effective operation.

**SUPERVISORY RESPONSIBILITIES:** None

**WORKING CONDITIONS:**

1. Position is office-based, with work occurring during regularly scheduled hours, including some evening hours.
2. Position requires sitting for significant periods of time.

3. Position requires carrying files between offices.
4. Position may require contact with irate, distraught, or difficult individuals.

CLINICAL SUPERVISOR: None required

ADMINISTRATIVE SUPERVISOR: Director of Psychiatric Services

POSITION TYPE: Non-Exempt

POSITION CLASSIFICATION: Secretary/Receptionist

WORKER CREDENTIALS/CHARACTERISTICS:

1. Ability to meet the public in a pleasant and professional manner, with sensitivity to the problems which bring people to the organization
2. Ability to handle irate callers without undue irritation or anxiety, and to direct emergency calls to appropriate staff
3. A pleasant phone voice and a professional work attitude and demeanor
4. Ability to work cooperatively with a variety of staff at all levels of the organization
5. Ability to accurately use basic office machines, such as a calculator, computer, fax, copier, etc.
6. Keyboarding skill of at least 35 words per minute
7. Comfort and familiarity with basic Microsoft Office applications, adequate to create a document and devise a simple spreadsheet.
8. Ability to accurately file and retrieve information.
9. A commitment to quality and accurate work and to good customer service.
10. A valid driver's license, evidence of personal automobile insurance and insurability by the organization's automobile liability insurance carrier; or, in the absence of such documentation, the ability to complete essential functions of the position within whatever driving and travel restrictions are imposed by the Center

KEY PERFORMANCE INDICATORS:

1. Satisfactory, or better, scores on the annual performance evaluation
2. Timely and accurate completion of assigned tasks
3. Prompt and pleasant phone manner
4. Evidence of sincere attempts to provide good customer service