

POSITION DESCRIPTION**SUPPORT STAFF II**

Center for Access and Adult Clinical Services
Region Ten Community Services Board

CLASSIFICATION TITLE: Support Staff; Front Desk

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent performs duties to welcome all consumers/visitors to facility. Greets all consumers/visitors, monitors waiting room and performs Check-in/Check-Out procedures with consumers already assigned to the agency for services and/or presenting for Same Day Access (SDA). This position is an essential position that requires the absolute minimal number of absences.

The incumbent reports to the AACS Director and duties require proceeding alone under standard office practices with referral of questionable situations to the supervisor. In carrying out position duties, he/she performs in accordance with Region Ten confidentiality requirements and established Region Ten policies and procedures. The incumbent is expected to apply clearly prescribed standard practices.

The HIPPA access level for this position is Level Three – Access to PHI for limited time for the purpose of 1) data entry 2) scheduling 3) processing initial paperwork 4) triage function 5) assisting clients to get to appropriate appointment or provider PHI should be limited to only the information necessary to complete job functions listed above.

The essential functions of this job are starred below (*) under “Major duties.”

MAJOR DUTIES:

1. *Answer and route all incoming calls and take brief call back information when needed. Should know how to manage a multi-line phone to assure efficient phone coverage. Assure that calls for emergency services are transferred to a “live person” and not voice mail.
2. *At check-in, notifies staff of consumer arrival
3. *Update demographic data for consumers at every check-in
4. *Collects consumer payments as needed.
5. *Identifies follow-up issues that need to be addressed at Check- out, such as billing and/or account questions.
6. *Connects consumers to registration/financial staff as necessary for new consumers and returning consumers as indicated.
7. *Returns all phone calls within 24 hours of receipt of message.
8. *Greets visitors and staff in a polite and professional manner.
9. Schedule appointments for clinical staff, as needed.
10. *Collects, receipts and transmits payments made by consumers.
11. Assists in assuring that all group room schedules are accurate as posted.
12. *Assures up to date consumer contact information is within the chart at each visit.
13. *Monitors clinic waiting room and is responsible for the appearance of the waiting room, to include opening and locking building as required.
14. *Reads all agency communication
15. *Maintains a professional demeanor and attitude.
16. Provides cross coverage as needed for other Same Day Access support functions.
17. Scan all documents into Credible.
18. Other Duties as assigned.

QUALIFICATIONS:

High School degree is required, experience in office setting is preferred. In addition, the incumbent needs to possess the following knowledge, skills and abilities. Must be able to work evenings; regular work hours are from 4:30-8:30 pm Monday through Friday; times may be adjusted as needed to meet clinical support needs.

The incumbent needs to possess the following knowledge, skills and abilities:

Knowledge of: switchboard operation, data processing, service ticket transmittal, dealing with difficult people, WORD, Credible, and basic clerical procedures.

Skills in: to be organized, efficient and accurate, answering phones, data entry, typing, work processing, and interpersonal communications.

Abilities to: be professional, communicate with a wide variety of people, take accurate messages, work under pressure.

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ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS

This position is evaluated according to the Administrative Performance Evaluation Standards.

POSITION LOCATION: Region Ten Community Service Board
 800 Preston Avenue
 Charlottesville, Virginia 22903

POSITION ORGANIZATION CHART

AACS Director
|
Support Staff

GRADE: 6

SCHEDULE: Monday – Friday 4:40-8:30pm

Position Description Updated: September 19, 2018

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date