



**New Directions[®]
Northwest Inc.**

Administrative Office
(541) 523-7400
Fax: (541) 523-4927
2100 Main Street, P.O. Box 1005
Baker City, OR 97814
www.newdirectionsnw.org

Chief Executive Officer: Shari Selander

New Directions for Positive Changes....

“Specializing in helping people with Alcohol, Drug, and Gambling Addictions, Mental Health, Developmental Disabilities and Prevention.”

POSITION DESCRIPTION

Name: Employment Status: **Regular F/T**

Program: **Total Health** Exempt/Non-Exempt: **Non-Exempt**

Class Title: **Credentialing / Office Specialist** Effective Date: **2018**

General Purpose: Responsible for credentialing of providers for New Directions and providing interpretive services to Spanish speaking clientele.

Supervision Received: Works under the direct supervision of Total Health Program Director, with input from BHW Program Director, and Clinical Director.

ESSENTIAL DUTIES & RESPONSIBILITY

- Work schedule is 7:30 am till 4:30pm Monday thru Friday.
 - Prepare the Front Lobby for opening by 8am each morning.
- Keep track of Credentialing
 - Working to complete any credentialing contracts as requested
 - Maintain current credentialing contracts
 - Ensure information is in streamline as needed (NPI Numbers, etc)
- Complete all scanning and uploading to client files in EHR needed for Total Health front office.
- When Backing up the front desk
 - Answering incoming calls
 - Greeting and assisting visitors/clients to the Front lobby at Total Health
 - Scheduling clients and intake
 - Checking MMIS
 - Make sure all insurance coverage is checked each morning
 - Check the effective dates of coverage to verify they match the client’s time span
 - Match website to Streamline
 - Problem solve, especially with *same day* appointments.
 - General office duties of filing, mail, contacting agencies for client information.
 - Notify responsible person for telephone, voice mail, fax, scanning, and copy machine systems for maintenance and troubleshooting problems.
- Perform special projects and other duties as assigned by Supervisor
- Back up Intake duties, as needed.

Residential Intake Coordinator:
(541) 406-4999 Fax: 541-523-9237

Baker House Adult Residential
(541) 523-6581 Fax: (541) 523-9237

Elkhorn Adolescent Residential
(541) 523-8320 Fax: (541) 523-8325

Recovery Village Women &
Children Residential
(541) 523-4049 Fax 541-523-4062

New Directions Program at Powder
River Correctional Facility
(541) 523-9894 Fax: 541-523-8067

New Directions Behavioral Health
and Wellness
(541) 523-3646 Fax:(541) 523-7602

Prevention Programs:
Substance Abuse
Mental Health Promotion and Prevention

Developmental Disabilities
(541) 523-8366 Fax: 541-523-4927

OTHER SKILLS AND ABILITIES

Considerable knowledge of office principles and practices. General knowledge and experience in word processing and data entry. Knowledge of computer database management is desirable. Ability to work effectively with other employees and the general public. Good organizational and time management skills are essential. Must be able to work with minimal supervision.

Confidentiality: This position requires the handling of highly confidential information. Must adhere to rules and laws pertaining to client confidentiality.

Communication Skills: Must be able to communicate information in both oral and written form with the ability to present and exchange information internally across teams and co-workers, and externally with clients and the public. Information communicated ranges from routine/basic information to complex and confidential information. Must have the ability to handle simple personnel matters and communicate issues appropriately with staff and supervisor.

Attitudes/Teamwork/Leadership: Must be able to work effectively and constructively with Program's Team. Exhibit excellent customer service skills toward both clients and coworkers. Able to work collegially with all other professions and should demonstrate tolerance of those with different opinions and/or attitudes.

PERIPHERAL DUTIES

Other duties as assigned by supervisor.

MINIMUM REQUIREMENTS

High school diploma or equivalent GED certificate. Experience with PCs including word processing and excel, necessary; must be detailed oriented with high attention to accuracy; ability to problem solve; record keeping experience; experience working in an office environment; experience with accounts payable and accounts receivable in the medical field is helpful. Must have the ability to interact amiably and cooperatively with coworkers and the public.

DESIRED REQUIREMENTS

Having a BA in Social Science(s) or 3 years of Mental Health Behavioral Health work is a plus. Associates degree in accounting or business related field or equivalent years of experience with accounts payable and accounts receivable emphasis is a plus.

TOOLS AND EQUIPMENT

Computer; ten-key; photo copier; scanning; fax machine and multi-line telephone system

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing this job, the employee is regularly required to reach with and fully utilize their hands and arms. The employee is frequently required to stand, walk, talk and hear. The employee is required to sit at a computer for the majority of the work day. The employee must occasionally be asked to climb or balance; stoop, kneel, crouch, or crawl. lift and/or move up to twenty (25) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the employee to dress in a professional manner at all times.

Will you be able to perform the essential functions of this job, with or without reasonable accommodation?
PLEASE INITIAL ONE _____ Yes _____ No

If no, please describe any accommodation needed: _____

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT BETWEEN THE EMPLOYER AND THE EMPLOYEE, AND IS SUBJECT TO CHANGE BY THE EMPLOYER AS THE NEEDS OF THE EMPLOYER AND REQUIREMENTS OF THE JOB CHANGE.

Employee's Signature

Supervisor's Signature

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