



**New Directions[®]
Northwest Inc.**

Administrative Office
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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 Full-Time**
Program: **Out Patient Programs** Exempt/Non-Exempt: **Non-exempt**
Class Title: **Office Specialist** Effective Date: **2019**

General Purpose: Primary responsibility is completing intake and screenings for new clientele and assisting at front desk.

Supervision Received: This position works under the direct supervision of the Total Health Program Director with training and supervision by Front Office Supervisor from BHW.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Work schedule Monday thru Friday 8am – 5pm. Your lunch time will be routinely from 12pm-1pm knowing that your schedule may be adjusted according to clientele and program needs but a lunch time of no less than ½ hour must be taken each work day.
- Manage referrals and intakes for new clientele
 - Schedule new referrals for intakes as needed, including pain management
 - Complete screening document including diagnosis and service note for billing purposes
- Possess excellent customer service at all times.
- Assist with front desk duties
 - First point of contact for individuals seeking/ receiving services
 - Primary responsibility is checking individuals in on Smartcare
 - Contacting appropriate staff that individual is here
 - Verifying individual information including insurance, address, contact information and ROI's are current
 - Scheduling individuals for appropriate staff and services
 - Making schedule adjustment in a timely manner
- Daily calling to remind individuals of their appointments
- Collecting customer payments
- Check the MMIS daily
 - Make sure all insurance coverage is checked each morning
 - Check the effective dates of coverage to verify they match the client's time spans
 - Match website to Streamline
 - Problem solve, especially with *same day* appointments.

Baker House: Womens Program
(541) 523-6581
Fax: (541) 523-9237

Baker House: Mens Program
(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

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

Prevention Programs:
Substance Abuse
Mental Health Promotion and Prevention
(541) 524-9070 Fax: 541-524-9077

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

Total Health Program
(541) 524-9070
Fax: 541-524-9077

- General office duties of filing, mail, contacting agencies for client information and special projects as assigned.
- Scanning and uploading documents to client files in HER.
- Taking, transcribing and distributing Staff meeting minutes, if requested by the Program Director
- Responsible for telephone, voice mail, fax, scanning and copy machine systems to include maintenance and troubleshooting problems.
- Work independently and has accountability of correct billing information.
- Interact with the NDN administrative billing department
- Other duties as assigned.

DESIRED REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE

High school diploma or equivalent GED certificate supplemented with additional work experience and/or education in office systems and computer systems. Must have at least two years of experience as an Office Specialist; or must have a minimal of 3 years' experience performing business office functions. Must be computer literate and have the ability to utilize word processing and spreadsheets, and learn clinical software systems. Additional experience in office administration and team leadership is desirable.

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 the Program's team. Exhibit excellent customer service skills toward both clients and coworkers. Able to work collegially with all other professionals and should demonstrate tolerance of those with different opinions and/or attitudes.

TOOLS AND EQUIPMENT USED

Computer, fax machine, copy machine, and telephone; and understand, communicate.

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 occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to twenty five (25) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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.

VALID OREGON DRIVER'S LICENSE

Must possess a valid driver's license and be insurable for client service purposes and for travel between business offices and to attend required meetings and/or trainings. Employee may also be required to provide client transportation on occasion. Utilize company owned vehicles when available. Must pass all criminal history check requirements as required by ORS 181.536 – 181.537 and in accordance with OAR 410-007-0200 – 410-007-0380.

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

