POSITION: Administrative Program Assistant

PROGRAM: Health Home Care Management 2600 and HIG

HOURS: 35 hours/week

JOB DESCRIPTION:
Provide administrative support for health home care management program serving children, families, and adults. Specific responsibilities include:
- Track referrals, referral source and outcomes of referrals
- Process intake documents and verify eligibility of referred individuals
- Scan, upload and organize intake documents in electronic health record database management system
- Create and/or edit member profiles to comply with all Health Home policies and procedures
- Maintain and update Roster information on Microsoft Excel spreadsheet
- Assign new participants to outreach specialist, or care coordinators
- Gather relevant behavioral health and medical information from various sources including PSYCKES, ePaces, and electronic health reporting
- Maintain spreadsheets related to caseloads
- Stay up-to-date on all Department of Health policies related to health home care management
- Assist the director and assistant director with completing chart audits on a quarterly basis
- Participate in webinars and in-person trainings as required
- May be required to sort, coordinate and distribute in-coming inter-departmental mail, faxes, and external mail (e.g.US mail, UPS, etc.), prepare check requests, and place departmental orders for the Department.
- Function as a team member through attendance at staff meetings.
- Maintain a professional appearance and attitude
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Accomplish organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments
- Attend meetings as assigned by supervisor.
- Provides clerical support to the program staff as directed
- Work closely with the team to coordinate and process all incoming referrals and scheduling of intake appointments
- Efficient and timely processing of all required administrative forms, reports and related information
- Other administrative duties as assigned.
QUALIFICATIONS:

Minimum of Associates degree in health administration, business, information systems, or related fields. Minimum of one year closely related experience.  
A Bachelor’s degree may be substituted for one year of experience.

PREFERRED:

Experience working in interdisciplinary teams; experience working in a medical or behavioral health environment.  
Work history with diverse population  
Proficient in data entry, use of electronic health reporting or similar databases, MSWord, Excel.  
Excellent oral and written communication skills.  
Excellent organizational skills with ability to pay close attention to deadlines and detail.  
Ability to interact professionally with clients, co-workers, and staff of other agencies at all levels.  
Ability to convey enthusiasm, positive outlook, competence, and caring.

SALARY: TBD

Please include cover letter with resume.
SEND RESUMES TO:  
Email: bfox@tgcny.org
Fax: 914.664.3003