

**TITLE: PROGRAM ASSISTANT**

**SUMMARY:** Under the general supervision of the Program Director, the Program Assistant is responsible for maintaining Clinic information and for providing administrative and clerical support to program operations. The Program Assistant is the main function at the front desk and point of contact for all who enter the Clinic.

**REPORTING RELATIONSHIPS:** This position reports to the Program Director.

**STATUS:** Full-time, Non-exempt

**DUTIES AND RESPONSIBILITIES:**

1. Answers all incoming calls to the Clinic and transfers as appropriate or provides resource referrals to callers.
2. Perform all aspects of encounter billing using the County Health Care Agency IRIS and MHA databases and programs for client records.
3. Maintain accurate records of client personal, financial, and medical insurance information on County Health Care Agency IRIS and MHA's CAMINAR database.
4. Perform financial evaluations for clients, process and collect UMDAP payments.
5. Verify health plans monthly for all clients through Medi-Cal website and NORIDIAN website.
6. Maintain and replenish all front office compliance forms.
7. Ensure that the Clinic has sufficient supplies to operate and offer services.
8. Pull charts for doctor's appointments.
9. Schedule Dr. appointments for clients and provide reminder calls to clients the day before their scheduled appointment.
10. Prep new client charts, label chart sections as designated, file documents, and maintain overall organization of charts.
11. Provide office support to staff by making photocopies as requested, faxing documents, and other office support duties.
12. Ensure charting forms are available for Dr.'s and Rehabilitation Specialists.
13. Attend weekly staff and other designated agency meetings.
14. Distribute mail as appropriate.
15. Perform other duties as assigned.
16. Work one Saturday per month.

**QUALIFICATIONS:**

1. Two years experience in office/administrative support, preferably in a human services organization.
2. Formal training in an area directly related to office/business administration to at least the A.A. level, or equivalent experience.
3. Computer proficient with Microsoft Office products (including but not limited to Word, Excel, Office, and PowerPoint).
4. Ability to multi-task.
5. Ability to prioritize conflicting work demands.
6. Understand the needs and requirements of mental health consumers.
7. Ability to develop positive working relationships with colleagues.
8. Attention to detail.
9. Exceptional telephone skills.
10. COVID-19 vaccination and booster preferred.

**PHYSICAL DEMANDS:**

1. Sit: Stationary position at least 90% of the time.
2. Move: Frequently move about the inside of the office to access file cabinets, office machinery, etc.

3. Operate: Ability to operate a computer and other office productivity machines, such as a calculator, copy machine, and computer printer. Must have the physical dexterity to be able to type at minimum 45 WPM.
4. Communicate: Communicates daily with Consumers, staff and outside resources that have inquires; must be able to exchange accurate information in these situations.
5. Ability to lift a minimum of twenty pounds.

*Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.*

*The Mental Health Association of Orange County is an equal opportunity employer. We encourage all qualified individuals to apply for open positions regardless of race, color, religion, sex, sexual orientation, national origin, age, disability, or any other legally protected status.*