



## Elbowoods Memorial Health Care Centers

1058 College Drive  
New Town, ND 58763-4400  
(701) 627-4750  
Fax: (701) 627-2809

EXEMPT   
NON-EXEMPT

### POSITION DESCRIPTION

**POSITION:** Receptionist/Intake Clerk  
**RESPONSIBLE TO:** Behavioral Health Director  
**SALARY:** \$DOQ/DOE  
**CLASSIFICATION:** Non-Management, Regular, Full-time  
**LOCATION:** Elbowoods Memorial Health Center  
1058 College Drive  
New Town, ND 58763-0400

### JOB SUMMARY

The Behavioral Health Clinic receptionist is the first line of communication between a participant, a therapist, and a doctor, whether it's on the phone or in person. They may answer questions or provide general information, or may direct a participant to a person who can provide more direct and specific information. The Behavioral Health Clinic receptionist is responsible for keeping, updating, and maintaining records by obtaining the appropriate information from the program participants, therapists, and medical providers. Being skilled in computer software, such as excel spreadsheets, word processing, and other programs relevant to the clinic is necessary to perform the required tasks. The Behavioral Health receptionist must have excellent communication and customer service and people skills, as well as be able to multitask and stay organized. It is important to be keenly aware of all services provided within the clinic, throughout Elbowoods Memorial Health Center, as well as, Tribal services.

### MAJOR DUTIES& RESPONSIBILITIES

1. Receives all incoming visitors and program participants and routes them to the proper staff person for services.
2. Receives all incoming phone calls, screens them, take messages and/or forward to appropriate staff.
3. Checks program members' eligibility and documents in the electronic health record/moonwalk scheduler at each treatment event.
4. Completes initial new patient process, scan and document in the electronic health record.
5. Maintains and updates lists of active participants and gives them initial and / or follow up appointments as needed.

6. Maintains daily logs for clinical needs. Maintains and updates wait list, closed cases, and testing data ensuring privacy practices are observed.
7. Types reports, inter-office memoranda, labels, and other correspondence.
8. Maintains calendar of events and schedules and coordinates appointments for all counseling staff members. Closely manage counselor's schedules, prepare any patient materials necessary prior to appointments, maintain accurate patient lists, and follow up appointments and charting.
9. Develops program flyers, and ensure appropriate PR/advertisement and distribution.
10. Organizes and maintains program and member records – group registration, reminder letters, and reminder telephone calls.
11. Responsible to Behavioral Health as the official time keeper –collect and prepare for approval of time and attendance, in addition prepare time attendance summaries.
12. Ensures that all office equipment and furniture are maintained in proper working condition. Maintain an updated inventory of all office equipment and supplies and picks up materials at designated area. Place orders necessary for program operations utilizing appropriate protocol.
13. Maintain personnel and payroll related records for the office and answer questions regarding attendance, benefits, and overtime.
14. Performs budget related activities to include travel, purchase requisitions, and reconciliation to include projecting services, service and supply, and program budgets for behavioral health, tracking expenditures and compiling monthly expenditure reports.
15. Operates computers programs, like Microsoft Word and Excel.
16. Types the monthly statistical data report and other reports as needed.
17. Ability and willingness to work some early mornings, evenings, and weekends as needed to support programs.
18. Performs other duties as assigned by the Director of the department.
19. Adheres to the Mission, Vision, and Values of the Elbowoods Memorial Health Centers.

### **SUPERVISORY CONTROL**

The receptionist is responsible to the Behavioral Health Department and reports directly to the department Director. Employee performs daily assignments independently, resolving normal questions and problems according to the established procedures and past experience or precedent. Unusual, new or complex assignments which require deviation from past experience or precedents are discussed with supervisor; however employee may exercise initiative in researching answers and solving problems. Work may be checked for accuracy, adequacy, and timeliness by department director.

### **KNOWLEDGE SKILLS & ABILITIES**

- Ability to maintain strict complete confidentiality of all administrative, medical and personnel records and all other pertinent information according to HIPAA guidelines.

- Knowledge of counseling ethical practice guidelines.
- Knowledge of proper grammar.
- Effective customer services skills.
- Ability to assess and prioritize multiple tasks, projects and demands.
- Basic budgeting, and expense monitoring/management skills; collect and compile information for various reports.
- Must possess problem solving skills to address crisis situations.
- Basic knowledge of mental health processes, agencies, and directives across state, federal, and tribal entities.

Good public relations and interpersonal relationship skills. This is the ability to collaborate and coordinate with multiple service providers exercising tact, diplomacy and mature judgement. Must be able to greet and deal with the public in a pleasant, courteous and professional manner in all situations.

### **QUALIFICATIONS, EXPERIENCE, EDUCATION**

#### **Required:**

- High School diploma or equivalent
- Experience working in a behavioral health setting
- Computer knowledge and proficiency
- Possession of a current, valid North Dakota State Driver's License, reliable transportation, and telephone.
- Must be insurable in the state of North Dakota.
- Must be able to travel with the local area and out of state.
- Must submit -Criminal Records Background Check
- Must submit -Alcohol/Drug Screen and random testing according to policy.

#### **Preferred:**

- Two year technical or general studies degree in a related field.

### **PHYSICAL DEMANDS/WORK CONDITIONS**

- Work requires standing, stooping, bending, kneeling, climbing, and working in tiring and uncomfortable positions. Frequently involves lifting and carrying parts and equipment that weigh up to and may exceed forty pounds. Work is sometimes performed on ladders or scaffolds. Work is performed inside and outside in all kinds of weather and is usually dirty, dusty and greasy. Extensive walking is required since interaction between all disciplines within the healthcare operations and management is required.
- Travel may be required to accomplish facility goals.
- Work is performed in an office environment with varying conditions of noise level, temperature, and illumination.
- Requires prolonged sitting.
- Occasionally lifts up to 50 pounds of material.

- Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment.
- Work situations may be stressful and require irregular hours.
- Travel required.
- Potential exposure to blood and other hazardous material, communicable diseases, and other conditions common in a health care environment.

### **ACKNOWLEDGEMENT**

This job description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR THREE AFFILIATED TRIBES POSITIONS.

### **APPLICATION PROCEDURE**

Submit a Three Affiliated Tribes; ***Application for employment*** with all requirements and supporting documentation to:

**Three Affiliated Tribes  
ATTN: Human Resources  
404 Frontage Road  
New Town, ND 58763**

**Please Note:** If requirements are not met, i.e. submissions of a resume in lieu of a Three Affiliated Tribes application, or not including a required certification or document, your application will not be reviewed and will be disqualified.

**Indian Preference Will Apply:** In accordance with Three Affiliated Tribes policy, priority in selection will be given to qualified applicants who provide proof of eligibility for “Indian Preference”.

**Veterans Preference Will Apply:** In accordance with Three Affiliated Tribes policy, priority in selection will be given to qualified applicants who provide proof of eligibility for “Veteran Preference”.

WE DO NOT ACCEPT FAXED OR SCANNED APPLICATIONS.