



<b>Job Title:</b> Program Associate		<b>Unit:</b> Elbert County Mental Health
<b>Status:</b> Full-Time		<b>Location of Position:</b> Elberton, GA
<b>Posting Date:</b> November 13, 2020	<b>Application Deadline Date:</b> Until Filled	<b>Job Code:</b> GSS082

**Program Associate  
Monday-Friday 8:30am-5:00pm**

**Position summary:**

Performs a variety of clerical support functions/processes for the administrative or front-desk office of a mental health clinic. The Program Associate serves as a vital part of the clinic’s operations by serving in a number of capacities or functions including obtain required information from clients, collecting co-pays and other payments, verifying insurance prior to the beginning of service provision, and facilitating safety drills for risk management purposes. The Program Associate performs clerical duties, or specialized or essential clerical functions (including but not limited to scheduling, data maintenance, filing system maintenance, transactions, phone calls, etc.).

**Duties and Responsibilities:**

1. Monitors/updates the Behavioral Health Line for new and follow-up clients, checks the BH Line on a daily basis, calls to check on DNS BHL appointment and reschedules BHL appointments when necessary.
2. Contact and collaborate with hospitals and other healthcare centers for rapid transfer of treatment information for discharges
3. Check-in/out clients who are receiving services; collect and scan medical or financial related paperwork received from the client
4. Verify client insurance, Medicare, or Medicaid; submit challenges to the Certification team to verify.
5. Collect co-pays and/or other forms of payment for therapeutic service rendered; accurately enter payment information into Care-Logic
6. Assist clients by interpreting the authorization to release information forms; submit signed release of information forms to Medical Records
7. Assist in monitoring clients who have been determined to be hospitalized (1013)
8. Provides general clerical support to an office, to include such tasks as data entry/maintenance, copying/distributing documents and materials, maintaining record-keeping and filing systems, etc.
  - a. Answer and respond to numerous telephone calls from clients requesting information on conditions, scheduling, medication, etc.
  - b. Enter client information into Care-Logic upon intake accurately and in a timely manner according to Agency standards
9. Keeps supervisor or other appropriate staff adequately informed of problems, irregularities, issues and concerns pertaining to clients, operations, and assigned function(s).
  - a. Effectively and urgently communicate with appropriate clinicians and/or supervisors regarding walk-in clients experiencing crisis behaviors
10. According to orders from Clinicians/Nurses/Physicians, schedule clients for future/recurring appointments
11. Provide CPR and/or safety interventions to clients when necessary
12. May be shadowed by peers on the job
13. Attend all staff meetings and mandatory trainings
14. Other duties as assigned

**Minimum Qualifications:** High school diploma or GED AND one year of medical office experience OR One year of vocational/technical school or college education. OR One year at the Program Associate, Entry Level or at an equivalent position.

**Preferred Qualifications:** 2+ years of office experience;

**Certificates, Licenses, Registrations:** None

**Knowledge:**

- Knowledge of and experience with computer data entry
- Basic knowledge of triggers, signals and symptoms of mental health disorders
- Electronic health records

**Skills:**

- Excellent interpersonal and customer service skills
- Well organized and detail oriented.
- Proficient with Microsoft Office products with emphasis on Microsoft Excel
- Excellent written and verbal communication skills.

**Abilities:**

- Work independently and with tight deadlines.

**TO APPLY**

Applications must be received by the deadline date to be considered. Apply for the available position by submitting your resume to [recruiter@advantagebhs.org](mailto:recruiter@advantagebhs.org). Once your resume is considered, you will be asked to complete the State Application.

State application can be found at <http://www.advantagebhs.org/employee-forms.cms>.

Advantage Behavioral Health Systems  
Human Resource Recruiter  
250 Bray Street, Athens, Georgia 30601

*Applicants are subject to criminal records, drug screening, employment, and/or background checks.*

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