

LAC VIEUX DESERT BAND OF LAKE SUPERIOR CHIPPEWA INDIANS

LVDHC HUMAN RESOURCES

P.O. Box 9, N5241 Hwy 45 Watersmeet, MI. 49969

Phone: 906-358-4587 Fax: 906-358-4118



Job Description

POSITION: Behavioral Health Office Manager

LOCATION: LVD Health Center, Watersmeet, MI

SUPERVISION: Behavioral Health Director

EMPLOYMENT: Full Time – Non-Exempt

SALARY/PAY RATE: Based on Experience/Qualifications

UPON HIRE:

- 2 weeks paid vacation
- Dental
- Vision
- Health Insurance

DESCRIPTION:

Responsible to the LVD Behavioral Health staff for the effective implementation of staff and program administrative support. Services delivered include clinical records management, program/service billing, compiling of program reports, reception, information management, Mental Health reports, general secretarial and office duties and special projects as directed by the Behavioral Health Director. The BH Office Manager/CMA is responsible for assisting in the delivery of health care and patient care management.

RESPONSIBILITIES:

- Answer incoming telephone calls, answer questions and direct calls.
- Schedule mental health and substance abuse outpatient appointments and meetings.

- Assist with accreditation requirements and compliance and maintain accurate office policies.
- Control correspondence (internal and external) writes letters and memos.
- Stay current and efficient with emails.
- Act as a liaison with outside agencies, organizations, and groups.
- Creating spreadsheets, managing databases, preparing presentations, and keep detailed meeting minutes.
- Maintain and organize grant and contract information.
- Run reports for analysis within the clinic for grant and contract compliance.
- Maintain and update information with referral agencies.
- Manage and complete purchase orders and check requests.
- Assist with coordinating residential/inpatient treatment admissions process.
- Design filing system and ensure filing is confidential and done daily, including managing electronic transmission of records.
- Ensure HIPAA and CFR-42 complaint records transfer.
- Maintain and replenish inventory according to Tribal Policies and Procedures.
- When time permits, may assist with coordinating external referrals and prior authorizations, or other clinical supports.
- Manage virtual accounting for the department including purchasing, budget monitoring, and check request.
- Coordinate and plan community outreach events.
- Assist with grant-related client forms and documentation.
- Create and maintain timelines for projects and reporting
- Develop and monitor monthly and quarterly reports.
- Assist in managing the Director's calendar, including making appointments and prioritizing the most sensitive matters

MINIMUM QUALIFICATIONS:

- One year of prior experience in a medical office setting
- Excellent communication skills, verbal, written and typed
- Professional and compassionate client relation skills
- Proficient in Microsoft Office, Outlook, Excel, Zoom
- Well organized, detail oriented, accurate and efficient.
- Must have efficient and accurate typing skills
- Ability to learn new computer programs or office technology

PREFERRED QUALIFICATIONS

- Experience working with Grants
- Previous work with Tribal communities
- Formal customer service training
- Mental Health First Aid Training or Behavioral Health experience
- Familiarity with Electronic Health Records systems
- Valid CPR certification

WORK ENVIRONMENT/PHYSICAL DEMANDS

- Fast paced with occasional high pressure or emergent situations
- May wear PPE such as gloves or a mask
- Frequent interaction with a diverse population including team members, providers, patients, insurance companies and other members of the public
- Frequent sitting, standing, walking, reaching, grasping, carrying, and speaking
- Occasional bending, stooping, lifting less than 20 pounds
- Lifting, carrying, pushing, and pulling up to 50 pounds, with assistance if needed
- Frequent use of computer, keyboard, fax and copy machine, and telephone

This position is considered a sensitive position and is subject to drug and alcohol testing. All offers of employment are conditional based on the applicant submitting to and successfully passing a drug and alcohol screen which includes THC and future random drug testing in accordance with LVDHC's testing procedure.

Preference will be given to qualified individuals of American Indian descent.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

Lac Vieux Desert Health Center Mission Statement: The Lac Vieux Desert Health Center strives to provide excellence in health care and to inspire a culture of wellness.

Date Approved by the Tribal Council: 12/8/2015 Updated: 12/9/2021 & 3/1/2023

**LVD Health Center
Human Resources Department
P.O. Box 9, N5241 US 45
Watersmeet, MI 49969
Email: careers@lvdhealthcenter.com
Website: <https://lvdhc.org>
Phone: 906-358-4587 Ext. 102**

SIGNED: _____ DATE: _____