Job Description

Position Identification: Bilingual Clinical Front Office Team Leader/ Líder bilingüe de equipo de recepción clínica

FTE: 35 – 40 hrs/ week
Pay Rate Range: $20 - $22.50/hour

Vision: A community that works collaboratively to ensure that all children and families have access to early education, behavioral and mental health services to improve their well-being.

Mission: Old Mill Center for Children and Families is a community-based, family-oriented center empowering children and families of diverse backgrounds to optimize their potential through specially designed education and therapy programs.

Position Summary:
El líder bilingüe de equipo de recepción clínica ofrece una recepción de calidad, apoyo telefónico, facturación clínica, asistencia de admisión y apoyo administrativo general a todos los programas y al personal, clientes, estudiantes, voluntarios y visitantes de Old Mill Center. Dirige un pequeño grupo de personal y voluntarios que brindan apoyo administrativo y clínico.

The Bilingual Clinical Front Office Team Leader provides quality reception, phone support, insurance verification, intake processing and general administrative support to all programs and the staff, clients, students, volunteers and visitors of Old Mill Center. They lead a small group of staff and volunteers providing administrative and clinical support.

Qualifications: The Bilingual Clinical Front Office Team Leader will possess an Associate’s degree in business administration and/or a minimum of two years office experience in a fast paced clinical office setting; and will demonstrate the ability to be self-motivating, plan and organize work efficiently, communicate with courtesy, credibility, composure, and confidence. Interact effectively and collaborate with diverse individuals or groups using resilient problem-solving skills. Experience leading and motivating a small team to produce quality services and simultaneously managing several projects is essential.
**Responsible to Whom:** The Bilingual Clinical Front Office Team Leader reports to the Executive Director.

**FTE and Work Hours:** This is a full-time position (40 hours) with an option for a 35 hour week. Work hours are mostly from 7.30am to 4pm Monday to Friday with a ½ hour unpaid lunch break. The schedule might require work hours from 9am-5.30pm with ½ hour unpaid lunch break on some days.

**Major Responsibilities:**
1. Provide friendly, knowledgeable, prompt reception for clients, students, parents, board members, volunteers, visitors, etc.
2. Answer phones in a courteous, professional manner, routing calls to appropriate staff member/program.
3. Perform facility opening routine and manage and monitor front lobby and resource closet area so that it is welcoming for clients and visitors.
4. Process incoming and outgoing mail and assist with bank and credit card deposits.
5. Manage a small team of staff and volunteers.
6. Assist in maintaining agency supply inventory and direct staff to existing resources as needed.
7. Maintain agency forms, records, paper and electronic files, sign-in sheets, emergency contact information for programs, volunteers, interns, and staff members, drill records, immunization records, intake and enrollment records and other agency records, folders and forms as assigned.
8. Participate in new employee orientation by creating door signs, mailboxes, business cards, and other office documents.
9. Update and maintain closed files and retention of records per policy.
10. Assist with the client/student intake process which may include set up of files, provide client/student with proper resource documentation, data entry into electronic health records (EHR) system, create, mail and follow up on correspondence, checking clients’ insurance eligibility, making copies of medical insurance cards, collecting co-pays and other payments as required for programs.
11. Assist the Program Managers with clinical support tasks including monitoring paperwork flow for contractual compliance, assist therapists in maintaining a full schedule and assist Billing team with A/R processes as needed.
12. Help maximize the attendance of scheduled appointments, managing appointment reminders as needed and rescheduling missed or cancelled appointments and following up with clients who missed an appointment per policies.
13. Assist in training all staff in new tools and technologies as needed including fax, copier, other office tools, and train admin support staff how to use EHR systems or other computer systems necessary for them to do their jobs.
14. File materials appropriately and maintain orderly and up-to-date administrative files both paper and electronic in compliance with Record retention policy.
15. Manage monthly fire drills.
16. Assist staff in preparing correspondence, newsletters, memos, reports, etc. and distribute as requested.
17. Manage volunteers who assist with front desk tasks.
18. Assist Executive Director with Board meeting and other meeting preparations as needed.
19. Assist with Development activities including correspondence, data entry, and event set up as time allows.
20. Participate in agency committees and planning groups e.g. Safety, Sunshine, and HIPAA as time allows.
21. Provide other related services for the agency as assigned and provide assistance to staff and managers of all programs as time and resources allow.

**General Performance Requirements**
- Observe governing laws, all Old Mill Center policies, procedures, and professional standards.
- Establish and maintain effective working relationships with agency personnel, parents, students, clients and public; work collaboratively as a member of the Administrative team as well as with other program and teams with the agency.
- Carry out work responsibilities effectively under pressure of deadlines, difficult situations, interruptions, and new or emergent conditions.
- Take a proactive approach to the quality of service provided and be mindful of surroundings.
- Respect confidential information and the privacy of staff, students, clients, visitors, volunteers, and parents.
- Pass background check prior to employment.
- Maintain personal appearance appropriate to the position.
- Ability to lift up to 30 pounds and maintain safety guidelines for this position.