POSITION DESCRIPTION

POSITION TITLE  Program Assistant

DEPARTMENT  Integrated Care

SALARY GRADE  Grade 5

REPORTS TO  Integrated Care Program Manager

POSITION OVERVIEW
The Health District’s Integrated Care (IC) program provides behavioral health services within two safety net primary care clinics in Fort Collins: Salud Family Health Center (Salud) and the Family Medicine Center (FMC). The IC care team includes behavioral health professionals, a psychiatrist, a clinical care coordinator and a program assistant. The Behavioral Health Providers and Psychiatrist interface with patients in the medical clinics, providing behavioral health screenings and consultations as well as participating in group medical visits as part of a multidisciplinary team. In addition, staff also provide mental health and substance use disorder treatment for individual patients.

The Program Assistant is an integral member of the team, providing administrative support to the Integrated Care Team and ensuring seamless coordination of patient care and referrals. The Program Assistant provides supportive services related to social determinants of health, substance use, and mental health needs, under the direction of the clinical staff and provides support for specialty clinics at FMC (Chronic Pain and Medication Assisted Treatment).

SUPERVISION AND FISCAL RESPONSIBILITIES
This position has no supervisory or fiscal responsibilities.

EXAMPLES OF DUTIES

Administrative Support
• Performs comprehensive administrative support (scheduling client appointments, data entry, word processing, file creation, filing, mailings, phone calls, arranging meetings, distributing agendas and documents, recording minutes).

• Coordinates key processes and activities including scheduling staff for clinics, client and staff survey distribution, group sessions and maintaining accurate information for service logs, purchase orders, and invoices.

• Acts as the key contact with information systems staff to develop and maintain a client tracking database and systems for extracting data. Works with information systems staff to achieve ongoing updates and system changes. Troubleshoots the system with staff and works with information systems staff to address problems. Periodically does accuracy checks and updates as needed.

• Gathers, manages, and updates program evaluation data and enters into database/spreadsheet tables on a regular basis.

• Prepares reports extracting monthly program data, evaluation statistics and other data from several separate databases and information sources.

• Assists the Program Manager and information systems staff with quarterly and annual reports.

• Oversees and manages the program administrative processes to maintain and improve efficiency and improve quality.

• Maintains program supplies and office equipment.

Other Essential Functions (approximately 20% of the work)
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- Develops and maintains a database to track necessary demographic, clinical and treatment information for patients in the Medication Assisted Treatment (MAT) clinic and Pain Clinic.
- Assists with patient scheduling and check in for MAT clinic, Northern Colorado Health Network (NCHN) and Pain Clinic.
- Assists with patient chart review/notes, monitors infectious disease, Urine Analysis (UAs), and other patient tests prior to MAT/Pain appointment.
- Helps track patient goals and treatment plan requirements.
- Helps patients navigate outside of clinic resources (massage therapy, counseling, consultations, and referrals).
- Helps manage and schedule psychiatric clinic visits.
- Helps complete insurance and/or medication prior authorizations and establish behavioral health guarantors.
- Assists with pharmacy and prescription medication troubleshooting.
- Monitors Prescription Drug Monitoring Program (PDMP) and alerts appropriate staff about any identified concerns. Answers and returns phone calls, EPIC chats, and messages from patients.
- Documents patient contacts and relevant information in the Electronic Health Record.

Other
- Maintains quality relations with the Health District and its various departments, Salud, Family Medicine Center, and other partner organizations.
- Develops and maintains positive, professional, and productive relationships with consumers, the public, other agencies, co-workers, and supervisors.
- Works as a team member, participating in group meetings, retreats, and special events as necessary.
- Performs other duties as assigned.

QUALIFICATIONS
- A minimum of a High School diploma or GED required.
- Bachelor’s degree in a relevant field is preferred.
- A minimum of one year of experience in related work.
- Knowledge of mental health and substance use disorder services is desired.
- Basic understanding of theory, practice and principles of case management/care coordination is desired.
- Written and oral fluency in English and Spanish language is desired. Experience providing effective spoken language interpretation in medical or mental health settings.
- Typing speed of 45 wpm or more.
- Ability to organize, complete multiple tasks and meet deadlines with consistent interruptions.
- Good grammar, spelling, writing and proofreading skills.
- Detail oriented, excellent organizational skills, and a commitment to high-level accuracy.
- Ability to interact effectively and positively as a team member and independently with clinical staff, stakeholders, and with diverse client base.
- Ability to effectively interact, work, and develop meaningful relationships with people of diverse backgrounds, including cultural, beliefs, customs, socioeconomic status, abilities, genders, and gender identities.
- Ability to work with, and be sensitive to the needs of, patients with physical and mental health conditions.
- Ability to do basic to intermediate arithmetic calculations.
- Ability to perform initial troubleshooting for computer, office machines, and phone issues.
- Ability to communicate well verbally and in writing and to keep accurate and complete records.
- Intermediate skills in Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook).
- Experience with database management and spreadsheet applications.
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- Comfort working in electronic health records.
- Ability to maintain confidentiality with protected client information.
- Requires reliable transportation; valid driver’s license and auto insurance if reliable transportation is by personal automobile.
- Requires work coordination and some travel between two work sites which are three miles apart (The Health District and Family Medicine Center).
- Must comply with infection control policies for this position. Requirements include providing documentation of MMR, Varicella, and Tdap immunizations and compliance with tuberculosis training, screening, and testing on hire.

The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.

WORK ENVIRONMENT
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Must have close visual acuity to perform activities such as: preparing and analyzing data and figures, viewing a computer monitor, extensive reading.
- Must be able to sit or stand for prolonged periods.
- Must have eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, telephone, photocopier, and other office equipment.
- Must have the ability to move from place to place on the job.
- Must have the ability to communicate information and ideas verbally so others will understand.

General Benefits Description - For qualifying employees, the Health District provides paid time off, medical, and dental insurance, life, and disability insurance, 401(a) employer match, and a robust employee wellness and recognition program. Vision insurance and an additional pre-tax retirement plan are offered. A complete list of benefits can be found on the Health District website.

Equal Opportunity Employer - The Health District is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, ethnic or national origin, ancestry, age, sex, pregnancy, disability, genetic information, veteran status, gender, marital status, sexual orientation, gender identity or expression, religion (creed), political beliefs, or any other characteristic protected by federal, state, or local laws.