



JOB DESCRIPTION

Office Coordinator

Business Unit: Aspire Indiana Health
Department: Outpatient Services
Reports to: Multi-Site Practice Administrator
Created: 7/31/2020

Location: Lebanon, IN
Site: Lebanon Outpatient
FLSA Classification: Full-Time, Non-Exempt
Modified:

POSITION SUMMARY

To facilitate, coordinate and evaluate the operation and efficiency of the outpatient office by maintaining good communication, providing excellent customer service, both internally to Aspire employees and externally to patients, visitors, etc, providing a variety of administrative duties while supporting Aspire's mission, vision, values, and strategic priorities. This position will consistently communicate with the practice management team and coordinate services to the highest quality. As an Office Coordinator, you should continuously promote the direction and expectations set forth by that team, in conjunction with the administration of Aspire Indiana.

ESSENTIAL RESPONSIBILITIES

Process Management and Peer Mentorship

- Foster and maintain a work climate that emphasizes collective team performance and demonstrates Aspire's core competencies by monitoring and positive impacting employee morale
- Ensure staff compliance with policies and procedures through utilization of training resources and disciplinary processes
- Coach employees on assigned areas of responsibility
- Audit and monitor the process of maintaining accurate Electronic Health Records (EHR); confidential client information into the system, including demographics, insurance information, charity assessments, etc.
- Coordinate and facilitate training and ongoing development opportunities for new and existing Support Associates, in collaboration with the Multi-Site Practice Administrator and the training department
- Audit and monitor processes designed to ensure clients, family and/or guardians fill out paperwork and consent forms properly
- Provide oversight, support and coverage (as needed) for Support Associate billing and payment functions, including assessing consumer responsibility, insurance verification, posting, preparing receipts, reconciliation and deposits
- Work with patients referred by Support Associate staff to establish individual payment plans, enter in the EHR and work with A/R on an as needed basis on the collection side of the process
- Pull reports and enter data related to performance metrics on a weekly basis
- Coordinate and delivering communications to staff at their assigned location
- Responsible for monitoring inventory of office supplies and ordering appropriate levels to avoid both shortages and unnecessary overages

- Audit and monitor the day-end reconciliation process for time of service monies and deposit reports; investigate discrepancies as needed
- Act as on-site IT support
- Coordinate meetings and appointments for staff with the Multi-Site Practice Administrator, as assigned

Customer Service

- Interact with staff and clients in a positive, helpful and professional manner via phone or in person to effectively handle difficult situations with appropriate tact, respect and resourcefulness
- Respond timely and positively to clients, staff, colleagues and all others in a respectful, courteous and confidential manner via telephone, email or in person
- Provide training and support to team members
- Foster positive communication and a team work atmosphere

Coordination and Communication

- Build and maintain a strong network of external relationships including DCS, behavioral health agencies, health providers, schools and community agencies, etc.
- Build and maintain caring and trusting relationships with clients and family members
- Collaborate and communicate with all parties involved in working towards identifying goals
- Build and maintain strong working relationships with Aspire staff and supervisors

Performance

- Meet or exceed established metrics for individual, department, and organizational goals
- Adhere to Aspire's policies, procedures, and guidelines, including the Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Timely complete all required personnel related documentation according to policies and procedures (e.g., PTO requests, expense sheets, training requests, TB documentation, car insurance, etc.)

Professional Development

- Complete and maintain compliance with any and all required trainings, certification and continuing education requirements for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, in services and other continuing education/training
- Proactively create and execute a professional development plan to stay current within field
- Engage in activities to remain current as well as enhance technical skill level
- Attend education events/seminars to continue developing expertise in the field and improve important professional relationships

Reporting & Documentation

- Ensure process for scanning notes and treatments is completely timely and effectively by staff in Aspire's EHR systems
- Timely complete all required unit and/or organizational reports and documentation according to policies and procedures

Core Values

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity

- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion
- **Self-Care**- Taking deliberate care of our own mental, emotional, physical, financial, and social well-being

Position-Specific Competencies

- **Decisive** – Demonstrate confidence, initiative and sense of urgency in making decisions on behalf of team and takes responsibility for those decisions
- **Results-driven** – Think strategically and demonstrates understanding of big picture in order to plan and achieve desired results toward Aspire’s mission and vision
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments
- **Organized** – Guide staff to produce high-quality and repeatable work with absolute efficiency; leads through confident understanding of and appreciation for policies and procedures; ability to quickly reprioritize tasks and address emergent situations
- **Motivating** – Foster an engaged and supportive work environment in which employees are at their best; establish him/herself as an effective leader and role model to the team
- **Helpful**- Serve clients and staff in a friendly, patient and positive manner in acting as a key externally facing representative of the organization

Skills, Knowledge and Abilities

Education/Experience

- High School Diploma or equivalent required, some related college coursework preferred
- Three (3) years related work experience required, with at least one (1) year in a team leader or coordinator capacity preferred
- Previous experience in a mental health/behavioral health setting and/or medical office setting preferred
- Electronic Health Record (EHR) experience helpful

Other

- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols
- Seek guidance and direction proactively to facilitate the successful completion of all job duties
- Must be able to work independently as well as collaboratively within a team setting
- Must have strong customer service and interpersonal communication, leadership, problem solving, and teambuilding skills
- Must demonstrate the ability to work in Google Apps (Gmail, Docs, Sheets, Slides)
- Must have the ability to communicate effectively via phone or in person
- Ability to conceptualize from a systems perspective
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system)
- Must have good data entry skills
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines

- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must have reliable transportation to attend trainings and/or meetings
- Display a positive work ethic

PHYSICAL DEMANDS & WORKING CONDITIONS

The nature of work (physical, mental and visual demands) is consistent with a high activity, general office environment. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Predominantly an office-based environment
- Use of computers, cell phones, virtual meeting tools and other technology devices up to 90% of the time
- Ability to communicate effectively in person, by phone, email or video
- Daily, weekly, monthly and annual deadlines
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Physical requirements of the job include consistent periods of prolonged sitting or remaining in a stationary position more than 50% of the time; occasional standing and walking, which may include uneven surfaces, kneeling, squatting, crouching up to 30% of the time; some bending, stooping, stretching, reaching less than 15% of the time
- Manual dexterity sufficient to operate common office machines; including but not limited to: keyboard, fax/copiers, telephone system, calculator, and the ability to write and/or type (repeating motions that may include the wrists, hands and/or fingers) more than 50% of the time
- Ability to lift files, open filing cabinets, climb to reach higher files, and lifting average-weight objects up to 25 lbs less than 30% of the time
- Work Environment: Noise level is moderate and for the most part ambient room temperatures, lighting, and traditional office equipment as found in a typical office

Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

Supervisory Responsibilities

This position has supervisory responsibilities

Work Hazard Category

Category II - Tasks that may involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category II tasks.

Employee Statement of Understanding

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature

Date

Printed Name