



## Support Associate

### Job Description

**Reporting To:** Practice Manager  
**EEO Category:** Administrative Support Workers

**FLSA Classification:** Non-Exempt  
**PRO:** Support Positions

#### **Position Summary**

This position is responsible for providing excellent customer service, both internally to Aspire employees and externally to clients, visitors, etc., and providing a variety of administrative duties to support Aspire Indiana and Aspire Indiana Health.

#### **Essential Responsibilities**

##### **Clerical Office & Customer Service Support (40%)**

- Greet visitors and staff in a positive, helpful and professional manner via phone or in person; act as the friendly face of the organization for all visitors
- Respond promptly to client and staff requests via telephone, email, MIX messages or in person
- Prepare consumer charts for opening and closing
- Provide accurate information regarding Aspire procedures, policies, fees, scheduling, etc. to staff and clients
- Check in groups and individuals for appointments
- File consumer charts, reports, billing and miscellaneous paperwork accurately
- Date-stamp and sort mail, as needed
- Coordinate meetings and appointments for staff, as assigned
- Compose correspondence, memos and reports as instructed, ensuring accurate formatting and proofreading for grammar, errors, etc.
- Monitor office supplies and order, as needed
- Act as on-site IT support

##### **Client Paperwork and Data Entry (20%)**

- Process and monitor admissions, enrollments and discharges
- Ensure clients, family and/or guardians fill out paperwork and consent forms properly
- Maintain accurate Electronic Medical Records; enter confidential client information into system, including demographics, insurance information, charity assessments, etc.

##### **Billing and Payment Administration (10%)**

- Assess consumer payment responsibility per operational policy
- Verify/copy/scan consumer insurance information and demographics
- Collect payment from clients and post payments; prepare receipts per procedure
- Reconcile charges/checks/cash in nightly deposit report
- Prepare deposits in a timely manner

##### **Coordination and Communication (10%)**

- 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

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- Collaborate and communicate with all parties involved in working towards identified goals
- Build and maintain strong working relationships with Aspire staff and supervisors

### **Reporting & Documentation (10%)**

- Timely scan and process notes, treatment/Wraparound plans, crisis plans in Aspire's EMR system
- Maintain case and agency paperwork according to Aspire standards
- Timely complete all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g., PTO requests, expense sheets, trainings requests, TB documentation, etc.)

### **Professional Development (10%)**

- Complete and maintain compliance with required trainings and education required 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

### **Competencies**

#### **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 responsibilities; believes everyone carries the load
- **Relationships** - Serves colleagues and consumers with love, empathy and compassion

#### **Position-specific Competencies**

- **Helpful** - Serve clients and staff in a friendly, patient and positive manner in acting as a key externally facing representative of the organization
- **Detail-Oriented** - Ensure accurate recordkeeping with meticulous attention to client information and carefully follow billing and reporting protocols
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments
- **Conscientious** – Repeatedly produces consistent and polished work from established professional disciplines and guidelines; always works to meet high quality standards
- **Organized** – Promptly assists staff and consumers in an organized, efficient, and steady manner; takes pride in maintaining accurate systems

### **Critical Functional Skills and Knowledge**

#### **Education**

- High School Diploma or Equivalent required

#### **Experience**

- One (1) year of related healthcare/medical administrative support experience highly preferred
- Previous insurance billing experience highly preferred
- Previous experience in a mental health/behavioral health setting and/or medical office setting preferred
- Electronic Medical Record (EMR) experience helpful
- Ability to communicate in American Sign Language (ASL) a plus

#### **Other**

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire

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- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently, as well as part of a team
- If hired for an office that works with deaf, deaf-blind or hard of hearing individuals, must be able to communicate in American Sign Language (ASL)
- 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, postage meter, etc.)
- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person
- Must have good data entry skills
- Must be detail oriented, have excellent organizational skills and be flexible
- Must be willing to occasionally cover evening hours
- 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 adjusts communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, including Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents
- 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.

- Heavy exposure to PC and phones
- Ability to work on a computer for extended periods of time
- Daily, weekly, monthly, and/or annual deadlines
- Ability to communicate effectively by phone or in person
- 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
- Prolonged sitting, some bending, stooping, stretching, reaching, standing, walking
- Physical requirements include ability to sit for prolonged periods, stand, walk, reach, use hands and finger, stoop, kneel, crouch or crawl, climb or balance
- Manual dexterity sufficient to operate keyboard, copier, telephone, calculator, and the ability to write and/or type
- Ability to lift files, open filing cabinets, climb to reach higher files, and occasionally lift and/or move average-weight objects up to 25 lbs.
- Must be able to respond appropriately in crisis situations by following Aspire protocols
- Ability to be flexible and work some early evenings during the Monday - Friday period

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**Background Checks**

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

**Supervisory Responsibilities**

This position has no supervisory responsibilities

**Work Hazard Category**

Category II - Tasks that involve exposure or potential exposure to blood, body fluids or tissues. Normal work routine involves no exposure to blood, body fluids or tissues, but exposure may be required as a condition of employment as in response to CPR/First Aid incident or in the performance of a response to a behavioral emergency. Appropriate protective equipment is to 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 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 understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_