



The Guidance Center of Westchester
256 Washington Street
Mount Vernon, NY 10553
TheGuidanceCenter.org

POSITION: Administrative Program Assistant

PROGRAM: Health Home Care Management 2600

HOURS: 35 hours/week

JOB DESCRIPTION:

Primary Responsibilities:

Provide administrative support for health home care management program serving children, families, and adults. Specific responsibilities include:

Process intake documents and verify eligibility of referred individuals

Scan, upload and organize intake documents in Electronic Health Record System (Foothold)

Create and/or edit member profiles to comply with all Health Home policies and procedures

Track referrals, referral source and outcomes of referrals

Maintain and update Member Roster information on Microsoft Excel spreadsheet

Assign new participants to outreach specialist, or care coordinators

Gather relevant behavioral health and medical information from various sources including PSYCKES, ePaces, and electronic health reporting

Maintain spreadsheets related to caseloads

Stay up-to-date on all Department of Health policies related to health home care management

Assist the director and assistant director with completing chart audits on a quarterly basis

Participate in webinars and in-person trainings as required

May be required to sort, coordinate and distribute in-coming inter-departmental mail, faxes, and external mail (e.g. US mail, UPS, etc.), prepare check requests, and place supply orders for the Department.

Function as a team member through attendance at staff meetings.

Maintain a professional appearance and attitude

Update job knowledge by participating in educational opportunities; reading

professional publications; maintaining personal networks; participating in professional organizations.

Accomplish organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments

Work closely with the team to coordinate and schedule appointments as needed

Efficient and timely processing of all required administrative forms, reports and related information

Other administrative duties as assigned

Qualifications:

Minimum of Associates degree in health administration, business, information systems, human services, or related fields. Minimum of one year closely related experience.

A Bachelor's degree may be substituted for one year of experience.

PREFERRED:

Experience working in interdisciplinary teams; experience working in a medical or behavioral health environment.

Work history with diverse population

Proficient in data entry, use of electronic health reporting or similar databases, MSWord, Excel.

Excellent oral and written communication skills.

Excellent organizational skills with ability to pay close attention to deadlines and detail.

Ability to interact professionally with clients, co-workers, and staff of other agencies at all levels.

Ability to convey enthusiasm, positive outlook, competence, and caring.

SALARY: TBD

Please include cover letter with resume.

SEND RESUMES TO:

Email: bfox@tgcny.org

Fax: 914.664.3003