



JOB DESCRIPTION | Clinical Services Receptionist

Position Title: Clinical Services Receptionist

Employment Status: Full-Time

Supervisor: Clinical Director

Salary Range: \$16 - \$19 per hour

The mission of All Star Children's Foundation (ASCF) is to build a brighter future for children in foster care through innovation, science, and compassion. ASCF is situated on a 5-acre campus that includes a pediatric mental health treatment and research center, along with 6 single-family foster homes. Foster parents and children on campus receive comprehensive intervention and support services from a team of trauma-informed professionals.

ASCF is looking for a Clinical Services Receptionist who can manage our front desk on a daily basis and perform a variety of administrative and clerical tasks that support client care. This position interacts with a variety of ASCF staff members to schedule and register families for services, as well as to support daily operations of the organization. It is essential that the Clinical Administrative Assistant embodies trauma-informed principles of creating a space of safety, trust, collaboration, and compassion.

A successful candidate will have the following qualifications:

- Graduate of a certified medical office training course preferred
- Minimum of High School diploma and 2 years proven experience working with an EHR
- Must be flexible and able to accept change as a part of the natural growth and development of a new agency
- Must have the ability to multitask and handle high stress situations professionally
- Must have the ability to communicate in a professional and courteous manner with patients, vendors, and coworkers
- Must be a self-starter who can work diligently without supervision with the initiative to take on more when required
- Ability to prioritize workload while being flexible to meet the expectation of the daily operations
- Competency in Microsoft applications, including Word and Outlook
- Candidates will be required to undergo and successfully pass a background check and drug screening prior to employment.

Essential Duties and Responsibilities:

- Greet everyone who enters with a positive, friendly, and helpful attitude, connecting them with the appropriate party and/or information
- Ensure that health and safety protocols are followed, which includes monitoring and screening people entering the building
- Answer phones in a friendly and helpful manner, and route calls as necessary
- Organize courier deliveries; receive, sort, and disseminate mail
- Order meals and materials for training sessions; order and monitor office supplies
- Assist with planning, organization, and preparation for trainings and campus events as needed
- Various office duties such as copying, faxing, maintain/clean patient waiting areas and front desk area
- Protect patient rights by maintaining confidentiality of personal information by adhering to all HIPAA regulations
- Schedule appointments in EHR
- Perform insurance pre-authorizations
- Notify staff upon arrival of visitors/guests/clients
- Schedule/reschedule/cancel patient appointments and maintain appointment records
- Assist in Medical Billing tasks
- Recordkeeping, file paper charts, scan forms into the EHR
- Perform records requests and other support job functions as assigned

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

Judgement	Makes sound decisions; bases decisions on fact rather than emotion; analyzes problems skillfully; uses logic to reach solutions.
Problem Solving	Anticipates problems; sees how a problem and its solution will affect other units; gathers information before making decisions; weighs alternatives against objectives and arrives at reasonable decisions; adapts well to changing priorities, deadlines and directions; works to eliminate all processes which do not add value; is willing to take action, even under pressure, criticism or tight deadlines; takes informed risks; recognizes and accurately evaluates the signs of a problem; analyzes current procedures for possible improvements; notifies supervisor of problems in a timely manner.
Organization	Able to manage multiple projects; able to determine project urgency in a practical way; uses goals to guide actions.
Cooperation & Teamwork	Works harmoniously with others to get a job done; responds positively to instructions and procedures; able to work well with staff, co-workers, peers and managers; shares critical information with everyone involved in a project; works effectively on projects that cross functional lines; helps to set a tone of cooperation within the work group and across groups; coordinates own work with others; seeks opinions; values working relationships; when appropriate facilitates discussion before decision-making process is complete.
Quality of Work	Maintains high standards despite pressing deadlines; does work right the first time; corrects own errors; regularly produces accurate, thorough, professional work.
Reliability	Personally responsible; completes work in a timely, consistent manner; works hours necessary to complete assigned work; is regularly present and punctual; arrives prepared for work; is committed to doing the best job possible; keeps commitments.
Support Diversity	Treats all people with respect; values diverse perspectives; participates in diversity training opportunities; provides a supportive work environment for a multicultural staff; applies the ASCF's commitment to cultural proficiency; shows sensitivity to individual differences; treats others fairly without regard to race, sex, color, religion, mental or physical ability, health status, nation of origin, gender identity or expression or sexual orientation; recognizes differences; takes advantage of opportunities to learn and gain by working together; values and encourages unique skills and talents; seeks and considers diverse perspectives and ideas.
Leadership	Inspires and motivates others to perform well and accepts feedback from others.
Physical Demands	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. While performing the duties of this job, the employee is frequently required to stand, sit, walk, communicate and hear. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

ASCF an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. ASCF makes hiring decisions based solely on qualifications, merit, and business needs at the time.

To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.