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JOB DESCRIPTION
Clinic Support Specialist
Revised 11/13/2024

1. Title of Position and Supervisor

Title: Clinical Support Specialist

Department Supervisor: Office Manager

Reports to: Office Manager

Job Location: 3900 W. Brown Deer Rd

Employment Type: W-2 Employee, Full or Part Time, Daytime Hours, Hourly

Salary/Benefit Notes: Earnings will be hourly, commensurate with past mental health or customer service experience

2. Job Summary

The Clinic Support Specialist (CSS) provides excellent customer service in responding to client inquiries and calls, whether at the front desk or in other CSS roles. The CSS maintains a professional yet positive approach with clients and assisting clinicians with office needs. The CSS audits clinical charts and trouble-shoots office machinery. The CSS may work with payers to credential clinicians.

In addition, we all maintain complete confidentiality of client information, client records, business records, and company information and procedures.

3. Position qualifications

Clinic Support Specialist will have completed general education requirements and/or have completed at least some post-secondary classes. The candidate must have quality writing skills and word processing skill. Works well independently with modest level of oversight, can manage various tasks as assigned (time management skills), and can function in both small workgroups. Timeliness and accuracy are essential. Telephone manner must be exceptionally good. Professionalism and the ability to work in challenging situations is a must. Must have at least 1 year of office work/customer service experience and previous phone reception experience. Familiarity with working in either mental/medical health services is a plus.

4. Major duties and responsibilities

Create an inviting environment to clients by providing excellent service, warm, enthusiastic, and welcoming on the phone

Create a welcoming, functional front-office environment for all SBH staff

Maintain client confidentiality
Receiving incoming phone calls and distributing messages appropriately
Maintain fax machine, assist users, and retrieves and routes incoming faxes.
Updating client contact and payer information as needed in Procentive Electronic Health Record
Maintaining client schedules in Procentive
Confirming Client Appointments
Sending out Medical Records Requests
Post mail
Auditing New Client Charts
Discharging Client Charts after completion of services
Assisting Psychiatrist with scheduling/appointment needs
Sending out client statements
Checking Payer Eligibility in Procentive
Tracking office supply
Credentialing clinicians with insurance companies
Other duties as assigned

5. Accountability and Benchmarks

Outstanding telephone manner observed by staff

Gather reasonably complete information from callers

Complete documentation reviews rapidly and accurately

Greet clients at the front window warmly and cheerfully at all times

Positive relationship with all callers and staff

You are hired not merely to perform a job function, but because we believe your skills will make those job functions an effective, integral and important part of growth of you department and SBH and contribute to the welfare of your colleagues, our clients and the community.

You will be making a contribution to the profitability from which you and your team members will benefit.

Every duty and expectation is your contribution to the welfare of the entire team, the company, yourself and the welfare of our clients.

Customers for Your Job Function

Clients- To enhance the well-being, health, quality of life, and lifestyle functioning of clients by assisting them to receive the help they may need.

Referral Sources- To think of SBH as the premier, “go-to” provider to make their work easier because they know they can rely upon Shorehaven.

Clinicians- To maximize the clinical staff’s time by helping them as needed

Team Members- To work together as a team

Company- To maintain and contribute to the public perception that we provide the gold standard of psychotherapy services and customer service.

Yourself- To work with us on your career development and your job-satisfaction to make this your long-term job career.