

MENTAL HEALTH ASSISTANT
CHAUTAUQUA COUNTY DEPARTMENT OF MENTAL HYGIENE AND SOCIAL SERVICES
SALARY RANGE: \$22.16 - \$28.52/HOUR + BENEFITS

The Chautauqua County Department of Mental Hygiene and Social Services is currently accepting applications for the title of Mental Health Assistant to work out of the Dunkirk, NY office. A Mental Health Assistant performs a variety of sub professional duties in a local Mental Health clinic to relieve professional staff of administrative, clerical and routine activities relating to the administration of Mental Health services. This work involves liaison with patients and other helping agencies. Work performed is in accordance with established policies and procedures with some leeway provided for the exercise of independent judgment. Supervision is received from a Clinic Director. Supervision may be exercised over lower-level clerical staff as needed, to ensure the integrity of clinic operations. Does related work as required.

Typical Work Activities:

- Conducts initial intake and screening of new clients to gather all pertinent medical records and insurance information;
- Acts as a liaison for the clients, providers and insurance companies;
- Coordinates all medication refills, prior authorizations for services and directs any medical calls to the appropriate professional staff for health concerns;
- Maintains caseloads for clients according to established policies and procedures; Assists in the admission process of clients to acute care and residential facilities as well as other treatment referrals;
- Communicates with community agencies regarding client treatment when instructed by the professional staff;
- Makes necessary contacts to obtain referral data or other significant medical or psychiatric data;
- Takes incoming calls and secures necessary information for transmittal to professional staff;
- Explains agency policy and procedures regarding personal data and documents to clients;
- Schedules and arranges client appointments with professional staff and maintains office appointment calendar;
- Responsible for the daily opening and closing of a Mental Health Clinic;
- Performs Urine screens, including ordering the labs and completing the necessary paperwork;
- Serves as the pharmaceutical drug representative for the clinic and shares the information with the providers;
- Responsible for all the case scanning, including lab results, discharge summaries, medical summaries and failed case notes from the providers;
- Oversees the billing clerical operations, audits for billing errors and works with providers to fix the errors;
- Requests med reconciliations from pharmacies;
- Performs other clinic duties as assigned.

This position is being filled on a provisional basis pending the outcome of a future dated Civil Service examination for this title. An incumbent will be chosen from approved applications received.

Chautauqua County offers a comprehensive benefits package which includes:

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| - Health Insurance (including Dental & Vision plan) | - 13 Paid Holidays |
| - Health Savings Account (partially funded by the County) | - Vacation & Sick Time |
| - Flex Spending Account | - Personal Days |
| - NYSLERS Pension | - NYS Deferred Compensation |
| - Eligible for Federal Public Service Loan Forgiveness | - Wellness Program |

Minimum Qualifications: Graduation from high school or possession of a high school equivalency diploma and either:

- A. Graduation from a regionally accredited or New York State registered college with an Associate's degree in Human Services or related field and one (1) year of paid clerical or administrative experience in a medical office or medical clinic; OR
- B. Three (3) years of paid clerical or administrative experience in a medical office or medical clinic.