

HEMOCARE

Management Corporation

POSITION DESCRIPTION

OFFICE ADMINISTRATOR

Primary Purpose of Mental Health Division: The primary purpose of the Mental Health Division of HEMOCARE Management Corporation is to provide competent staff to deliver community-based services to clients of contracting organizations in North Carolina.

Primary Purpose of Position: The primary purpose of this position is to provide leadership in conducting efficient business and personnel functions and in maintaining clients' medical records

Work Schedule: The normal work hours for the agency are 8:30 a.m. until 5:30 p.m., with an hour for lunch.

Responsibilities and Duties:

1. 10% Reception: Handle phone calls and visitors in an efficient and pleasant manner, providing requested information and/or materials or referring the call to the appropriate individual; accurately taking messages and delivering them to the appropriate individual.
2. 15% Personnel: Maintain data base on all applicants and temporary employees of the Division. Applicants: Collect necessary forms and data from job applicants; verify employment and check references; monitor receipt of drug testing results, background checks, transcripts and other training verifications; schedule training; prepare records for credentialing review. Provide immediate supervision to Administrative Assistant.
3. 10% Medical Records: Maintain strict confidentiality concerning all clients. Monitor receipt of progress notes to ensure that they are received on a timely basis. Check medical records for completeness and prepare them for meetings of the Quality Assurance and Improvement Committee.
4. 25% Data Entry: Accurately enter timesheets, client information and personnel information into the computer database.
5. 25% Financial: Maintain database. Prepare Invoices and Payroll Reports.
6. 10% General Office: Be responsible for coordination of office tasks. Monitor supplies or furniture and purchase/order as necessary. Report to CEO or handle problems with office building, utilities, or other things that affect the office environment. Assist Clinical Supervisors in maintaining an orderly, efficient, and timely flow of information and documentation. Prepare routine correspondence, and do other general office duties as assigned.
7. 5% Prepare for meetings and training events.

Minimum Education and Experience: A high school diploma and five (5) years of increasingly responsible office experience, with additional education substituting for experience year for year. Personal computer skills and accurate keyboarding required.

Accuracy Required In Work: Employment procedures must be accurately followed to assure competent providers are employed, and client and financial records must be extremely accurate to prevent chargebacks for ineligible services.

Consequence of Error: Errors in record keeping could result in financial loss to the company. Failure to conduct tasks efficiently and pleasantly could damage the reputation of the company and result in loss of business.

Instructions Provided to Employee: Day-to-day instructions are contained in the Procedure Manual of the Mental Health Division of HOMECARE Management Corporation. Immediate supervision and instructions are provided by the Regional Manager. Additional instructions will from time-to-time be provided by the President and Director of HOMECARE Management Corporation and the Director and Assistant Director of the Mental Health Division.

Guidelines, Regulations, Policies and References: HOMECARE Management operates within the laws of the state, and the Mental Health Division is governed by Medicaid policy and policies of the State Division of Vocational Rehabilitation. Employees must follow the client rights policies, including Confidentiality policies, and other procedural and fiscal policies of the contracting agencies, and there is a HOMECARE Employee Policy Manual, a Policy Manual for the Mental Health Division, and a Procedure Manual.

Physical Effort: Must be able to perform the basic life support functions of walking, feeling, stooping, talking, hearing, and seeing. Must be able to perform light work exerting up to 25 pounds of force to move objects.

Work Environment and Conditions: Work occurs in standard office environments.

Machines Used: Must be able to use standard office machines, including personal computer, and be licensed to drive a car.

Dynamics of Work: This work is varied, requiring excellent interpersonal skills and initiative.