JOB SUMMARY

The Operations Specialist is responsible for efficient operations and processes necessary for the functioning of the Behavioral Health Department. This position works closely with, and reports to, the Director of Social Work and BH Services as well as with the BH Clinic Manager. The Operations Specialist ensures that the BH Department functions in compliance with the mission and vision of CCHC to provide access and quality services to community members; understands diversity and social equity concepts and is able to translates these concepts into on site relationships.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides administrative support for BH clinic management team
- Collects data, tracks and analyzes data, for program improvement and quality assurance
- Submits reports, as requested
- Supports implementation of operational procedures, as needed, as they relate to staff and patients
- Provides technical support and troubleshooting; liaison with IT Department for EHR issues
- Supports implementation of key performance indicators
- Troubleshoots with other clinic departments, when requested
- Assists with daily administrative tasks, as requested, including billing and insurance issues
- Maintains relationships with external vendors
- Serves as back up for the front desk
- May provide administrative support for BH management team, when requested

EDUCATION, TRAINING AND EXPERIENCE

Bachelor degree from a four year college or university; 2 years of related experience in lieu of the degree. Strong preference for experience in a health care related position. Experience in dealing with electronic medical records. Demonstrated experience in developing and monitoring systems to manage operational work.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to find solutions when barriers are identified.
- Attention to details
- Ability to multi-task and prioritize when needed.
- Ability to independently seek out resources and work collaboratively.
- Ability to read, understand and follow oral and written instructions.
• Experience and work ethics that supports working within a multi disciplinary team-oriented environment.
• Demonstrates a willingness and ability to work under supervision.
• Ability to maintain good role boundaries
• Ability to develop and maintain good working relationships with staff.
• Ability to use computer and learn new software programs.
• Excellent interpersonal skills reflecting clarity and diplomacy and the ability to communicate accurately and effectively with all levels of staff and management.
• Possesses genuine respect for others and acceptance of their individual social and cultural traits.
• Proficient knowledge of Microsoft Outlook.
• Performs other related duties as assigned.

PHYSICAL DEMANDS

Position requires prolonged sitting at a computer, some bending, lifting, stooping and stretching. Good eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, photocopy machine, telephone, and other office equipment is also required. Employee must have normal range of hearing and eyesight.

NOTE: The essential job functions for this position include, but may not be limited to those listed in this job description. Employees hired for this position must be able to perform the essential functions of this job without imposing significant risk of substantial harm to the health or safety of themselves or others.