

CLASS SPECIFICATION

Behavioral Health Lead Office Specialist

GENERAL PURPOSE

Under general supervision, performs various specialized and confidential office administrative support functions. Coordinates and manages daily operations and activities of the administrative office; supports staff at OMSD Counseling Center, Family Solutions and Montclair Community Collaborative satellite sites; creates and maintains reports, records, and files; interacts with District administration staff, school site staff, and parents; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Behavioral Health Lead Office Specialist requires a thorough knowledge of case management and behavioral health terminology, case file procedures and practices. Incumbents are responsible for organizing, coordinating, and overseeing the delivery of office and administrative support functions requiring a thorough knowledge of District rules, policies and procedures. The incumbent is responsible for providing training and on-going technical advice and assistance to District personnel on behavioral health databases.

Behavioral Health Lead Office Specialist is distinguished from Behavioral Health Office Specialist in that a significant degree of independence is required to perform these job functions and support multiple sites.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work duties and assignments that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class. There will typically be an assigned schedule for these duties.

1. Performs system administrator functions for behavioral health databases, including research of information from a variety of sources for the preparation of records and reports; designs, creates, inputs, and maintains database information structures and spreadsheet tables; uses pivot tables and query tools to develop and generate reports; interprets data; generates updates, lists, and records; monitors staff entries into the behavioral health databases and other applicable databases or spreadsheets; compares information with other sources to ensure accuracy and completeness of data; assists staff with technical problems; prepares, maintains, and distributes updates of custom forms, logs, files, records and reports; troubleshoots problems with database information and records.
2. Performs a variety of specialized behavioral health functions related to Family and Collaborative Services and OMSD Counseling Center; receives, reviews and processes behavioral health referrals; develops database processes for tracking, receiving and coding referrals; prepares or assists with Medi-Cal billings for reimbursement on direct services, case management and student assessments; inputs non-billable claims into County system; assists in submitting billable claims for payment electronically in a timely manner.
3. Maintains complete and accurate records, reports, and logs of confidential billing information in compliance with all applicable HIPAA (Health Insurance Portability and Accountability Act) privacy and security regulations; assists with department legal compliance requirements.
4. Provides secretarial and administrative support to managers, coordinators or other staff at or above that level; assists in generating agendas, contract agreements, Memorandums of Understanding, memoranda, correspondence, technical documents, reports, forms, presentations, templates, charts, graphs, tables, manuals, handbooks, and other documents from drafts, notes, dictation, transcriptions

or brief oral instructions, using word processing software; proofreads materials for accuracy, completeness and compliance with District, County and/or state standards, policies and procedures; ensures materials, reports and documents for signature are accurate and complete.

5. Performs, with a significant degree of independent accountability, technical and administrative work in support of District or department programs, functions and processes; plans, organizes and coordinates activities to assist program coordinators; prepares agreements and Board agenda items; sets-up billing accounts; prepares travel and lodging arrangements and monitors expenses; orders program materials; sets-up annual calendar for meetings; facilitates program meetings; takes meeting minutes.
6. Designs and revises forms for case management and mental health providers; Maintains complete and accurate records, reports, and logs of confidential billing information, including services provided and student information; maintains information on provider credentials and licenses for review by state or federal auditors; boxes records for storage; maintains department budget records and monitors expenditures; monitors department budgets against County month/year-end reports; maintains basic accounting record keeping and internal control policies and procedures; prepares information for review by external auditors.
7. Ensures compliance with grant funded program reporting requirements; compiles information to support grant applications; schedules assessment services, site visits, observations, training sessions, and workshops; orders materials and supplies; maintains student records applicable to program participation; monitors and maintains department funds and grants; monitors deadlines on reports and funding; attends monthly meetings to ensure compliance with grant requirements.
8. Records daily staff attendance information and prepares timesheets and absence reports; collects and submits time surveys; receives and distributes paychecks; maintains records of employee time-off.

OTHER DUTIES

1. Provides support for work order reporting; generates and prepares various work order reports and prepares breakdown of departmental costs; prepares various work order reports.
2. Attends meetings, classes and workshops as assigned or requested.
3. Facilitates special events, including communicating with committee members, reserving locations, making arrangements for entertainment and staff, obtaining awards and certificates, developing and distributing event materials and monitoring special event budgets.
4. Troubleshoots system problems and errors; generates management reports; organizes, schedules and prepares materials for in-service trainings; works with District Information Systems staff to ensure computer programs are installed properly and networking is compatible with District and school sites. Knowledge in use of SIMON database.
5. Inputs and processes work requests from District offices and schools sites; assists with help-line calls; inputs warehouse orders and processes purchase requisitions.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of behavioral health management applicable to counseling and case management activities.
2. Office administrative and management practices and procedures, including filing and record keeping.
3. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
4. District organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.

5. District administrative procedures and forms for human resources, risk management, contracting, purchasing, inventory, accounts payable, budgeting, travel and training processes.
6. Computer hardware and standard and advanced uses of business software, including word processing, graphics, spreadsheet, database and other applications.
7. Researches techniques, methods and procedures.
8. HIPAA Laws, Case Management procedures, Mental Health procedures.
9. Proficiency in utilization of County System (Simon) and Penelope systems, and the County's student system and associated systems, practices and procedures for processing Medi-Cal information and interpreting data.
10. Basic methods and practices of providing lead work direction.
11. District human resources policies and labor contract provisions; District timekeeping and payroll codes and reporting requirements.

Ability to:

1. Operate a computer terminal and computer using word processing, spreadsheet and other business software and other standard office equipment.
2. Type accurately at 45 WPM.
3. Learn and understand specialized program requirements, and carry out administrative and office processes and procedures needed for effective achievement of program objectives and mandates.
4. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
5. Interpret, apply, explain and reach sound decisions in accordance with District and department policies and procedures and labor contract provisions.
6. Organize and maintain office and specialized files.
7. Communicate clearly and effectively, orally and in writing, and compose correspondence from brief instructions.
8. Understand and follow written and oral instructions.
9. Prepare clear, accurate and concise records and reports.
10. Provide effective work direction and train others in work processes, procedures and technology.
11. Troubleshoot and resolve basic computer software and hardware problems.
12. Maintain sensitive and confidential information.
13. Use tact, discretion and diplomacy in dealing with sensitive situations and addressing concerns and customers.
14. Establish and maintain effective working relationships with District administration, faculty, staff, parents, students, the public and others encountered in the course of work.

Education, Training and Experience:

Graduation from high school or G.E.D. equivalent, and four years of increasingly responsible office administrative or secretarial experience.

Licenses; Certificates; Special Requirements:

Has possession of valid California driver's license, a good driving record, willingness to travel locally as needed using own transportation, which mileage reimbursed, ability to maintain insurability under the District's vehicle insurance policy.

Upon acceptance of the District's offer of employment, new hires may be required to complete a baseline physical examination prior to the first day of employment.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stand; and lift up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent work with frequent interruptions; work under intensive deadlines; and interact with District executives, elected officials, County representatives, administrators, staff, faculty, community leaders, students, union leaders and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Employees work under typical office conditions, and the noise level is usually quiet.

Board Approved 10/16/2014