

Ontario–Montclair School District

CLASS SPECIFICATION Behavioral Health Office Specialist

GENERAL PURPOSE

Under the direction of the Program Manager for the Ontario-Montclair School District Counseling Center (OMSDCC), the Behavioral Health Office Specialist is responsible for coordinating and managing the daily operations of the Counseling Center. This position assists in performing office and administrative duties and functions; assists with audit preparations and ensures that records are audit ready; drafts regular and specialized reports; records and files required documents; interacts with staff and parents on a wide variety of issues; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Behavioral Health Office Specialist performs a wide variety of office for site administrators, managers, and therapists, and provides general office management services and support to other office staff. The Office Specialist knows and understands District and school rules, policies, and procedures, and uses initiative and judgment in selecting appropriate work methods. Incumbents use word processing and spreadsheet skills in the development of a wide variety of correspondence and documents. The incumbent also interacts with clients, directs or responds to questions, complaints, and problems.

The incumbent has specialized knowledge of mental health services billing, as well as Medi-Cal and HIPAA rules and regulations.

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. Oversees the operations of the office at OMSD Counseling Center (OMSDCC); interacts with students, parents, staff and administrators to answer questions, resolve problems, and provide assistance with various program activities and policy issues. Serves as secretary to Program Manager, Clinical Supervisor, Therapists, and/or other staff at or above that level.
2. Prepares Medi-Cal billings for reimbursement on mental health assessments, direct mental health services, case management, and crisis intervention services; assigns medical billing codes to the services rendered; inputs billable claims into County system and submits claims for payment electronically in a timely manner; reconciles explanations from state benefit reports on claims paid by Early Periodic Screening Diagnosis Treatment (EPSDT) Medi-Cal Funds; researches and analyzes denied claims for resubmission for payment.
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.
4. Monitors workflow and prioritizes duties to complete assignments; manages, trains, and assists clerical staff in performing office functions; provides support for OMSDCC staff and others as needed. Schedules and coordinates meetings and appointments for the managers, therapists and other

staff; assists in organizing, preparing and distributing materials; prepares agendas and takes minutes; sets up meeting rooms; and arranges for refreshments.

5. Creates standard spreadsheets; maintains client files, office documents, logs, lists, directories, records and databases according to District policies and regulations; collects and compiles statistical data for preparation of State, District and School reports; maintains master and monthly calendars.
6. Answers, screens and directs telephone calls and visitors to appropriate personnel; dispatches emergency calls to the appropriate therapist or supervisor; researches requests from District employees or the public; responds to questions and complaints and provides detailed, technical information regarding policies and procedures according to established District and HIPAA regulations.
7. Creates, prepares, records, inputs, maintains, reviews and updates student counseling and case management referrals, behavioral health records, triage, assessment and counseling sessions; verifies student information; files student records; assists staff in finding records. Verifies student eligibility and information electronically or through automated Medi-Cal system; verifies health and medical log data; identifies discrepancies in student information and takes steps to correct information; updates District and County student system and files with corrected information; performs department liaison functions.
8. Opens, reviews, prioritizes and distributes mail; schedules deliveries and pick-ups; coordinates mass mailings; duplicates and files documents, records and maintains comprehensive calendar of site activities.

OTHER DUTIES

1. Requests keys, and security codes for approved staff.
2. Attends a variety of meetings, classes, and workshops.
3. Responds to monthly radio checks.
4. Prepares work order reports and provides information regarding departmental costs.

QUALIFICATIONS

Knowledge of:

1. Office administrative practices and procedures, including filing and record keeping.
2. Principles and practices of mental health management applicable to the counseling center.
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, payroll, purchasing, inventory, accounts payable, budgeting and travel processes.
6. Operate computer using word processing, spreadsheet and other business software and other standard office equipment.
7. Research techniques, methods and procedures.
8. HIPAA Laws, SIMON database, Case Management procedures, and Zangle.

Ability to:

1. Learn and understand specialized program requirements; carry out office processes and procedures needed for effective achievement of program objectives and mandates.
2. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
3. Type accurately at 45 WPM.

4. Interpret, apply, explain and reach sound decisions in accordance with District and school policies and procedures and labor contract provisions.
5. Organize and maintain confidential and specialized files.
6. Communicate clearly and effectively, orally and in writing.
7. Understand and follow written and oral instructions.
8. Prepare clear, accurate and concise records and reports.
9. Provide effective work direction and train others in work processes, procedures and technology.
10. Troubleshoot and resolve basic computer software, hardware, and office equipment problems.
11. Compose correspondence from brief instructions.
12. Maintain sensitive and confidential information.
13. Use tact, discretion and diplomacy in dealing with sensitive situations and concerned parents, guardians, students and others.
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; or some combination of education, training and experience that produces the requisite knowledge and ability.

Licenses; Certificates; Special Requirements:

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; use math and mathematical reasoning; 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 administration, faculty, staff, parents, students, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics describe 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 Approval: May 16, 2013