



Progressive Community
Care Center

OFFICE ASSISTANT POSITION

We are a private Mental Health Rehabilitation Clinic. Our highly qualified staff includes: Psychiatrists, Licensed Clinical Professionals, and non-licensed Master's and Bachelor level counselors.

We offer comprehensive services to children ages 3 and up, adolescents, adults and families who are experiencing any of the following challenges:

- ADHD and other Cognitive/Learning Disorders
- Depressive Disorder and Bipolar Disorder
- Schizophrenia and other Psychotic Disorders
- Conduct Disorders (often including fighting, bullying, legal problems)
- Generalized Anxiety Disorder
- PTSD and Acute Stress Disorder
- Panic Disorders
- Adjunct support can also be provided for: Autism and Substance Abuse Disorders

The Mental Health Rehabilitation (MHR) Program is administered by the Department of Health and Hospitals through a partnership of the Louisiana Medicaid Program, the fiscal intermediary, the Office of Mental Health, and the network of certified and enrolled providers.

MHR services are for adults with serious mental illness and children with emotional/behavioral disorders. The services are outpatient and designed to reduce the disability resulting from mental illness and assist in the recovery and resiliency of the recipient. These services are home and community-based and are provided on an as needed basis to assist recipients in coping with the symptoms of their illness.

The intent of MHR services is to minimize the disabling effects on the individual's capacity for independent living and to prevent or limit the periods of inpatient treatment. Providers offer prior-authorized services to adults with mental illness and youth with an emotional/behavioral disorder who meet medical necessity criteria for services.

Position Summary:

The Office Assistant, under direct supervision of the Program Coordinator, is responsible for maintaining the office operations.

Office Assistant Duties include:

- Answer business phones, take down messages and relate them to intended parties as needed
- Respond to callers needs in a prompt, professional manner
- Manage the waiting room and front window
- Maintain personnel filing system.
- Update information in personnel files, monitor expiration dates, provide reports as required.
- Submit new authorizations, reauthorizations, and check authorization status in a timely manner.



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- Update online Matrix for authorization periods and unit availability in a timely manner.
- Maintain a regular log of ongoing Medicaid eligibility.
- Maintain routine correspondence with staff including notifications of staff meetings, changes to supervision, and any other pertinent scheduling notifications.

Education/Experience:

- At least a high school diploma or general education degree (GED) from an accredited education system.
- Demonstrated skill to type up to 40 words per minute.
- Experience/demonstrated ability to design or revise office forms, set up and maintain complex filing systems, reply to routine correspondence, and compose correspondence and other materials requiring the application of subject matter knowledge.
- Demonstrated ability to maintain a high level of integrity and protect confidential information with understanding of and adherence to PHI and HIPAA standards.
- Excellent verbal communication, written communication, dependability, attention to detail, and administrative writing skills.
- Bilingual (English / Spanish) preferred.
- Have or be able to obtain First Aid/CPR certification within one month of hire date.
- Renew First Aid/CPR certification annually thereafter or before expiration date.
- Preferred experience working within mental health and the MHR system.

Please respond to the listed email address with your resume, contact information, and a brief statement as to why you feel you would be a good fit for the position.

We look forward to hearing from you!