



LA CHEIM SCHOOL, INC.



Job Description

Job Title: Admissions Assistant

Work Location: Oakland, CA

Division/Department: BHS – Oakland, CA

Reports to: BHS Program Director

Full-time
 Part-time

Exempt
 Nonexempt

POSITION DESCRIPTION

La Cheim School, Inc., Behavioral Health Services (BHS), a community mental health center located in downtown Oakland, California and currently operating virtually, is seeking someone with excellent organizational, administrative, clinical, supervisory and customer service skills for the position of Admissions Manager. The Primary Duty is to assist the Admissions Manager in all admissions related activities, including: the timely, courteous, and accurate screening and processing of client referrals to La Cheim BHS’ Partial Hospitalization and Intensive Outpatient Programs; gathering medical records, client-signed consent forms, and other admission-related documents for each incoming client; scheduling client admission intake interviews with psychiatric staff; verifying insurance coverage and obtaining initial authorization of services for those clients who are admitted; skillfully managing a client waiting list to minimize wait time and maximize client census; developing and nurturing of productive relationships with referral sources; and training Clinical Associates in basic aspects of admissions work. La Cheim Behavioral Health Services is a client-centered, trauma-informed, strengths-based, diversity-valuing organization. The starting pay for this position is \$25/hour, 24 hours/week, without benefits. Start date is October 1, 2022, or sooner.

RESPONSIBILITIES

- Assist Admissions Manager in all related tasks to meet La Cheim BHS caseload capacity and demand for services as determined by Program Director.
- Help to manage client waiting list, track client discharges, and schedule client admissions skillfully to maintain a client enrollment at or near staffing capacity as determined by Program Director.
- Represent La Cheim to referral sources and potential clients, embodying a welcoming, responsive, reassuring, and competent manner with dependable follow-through.
- Thoughtfully suggest other treatment and support resources to people seeking help when/if the La Cheim program is not an appropriate referral.
- Determine appropriateness of prospective clients for La Cheim’s PHP and IOP level of care, including screening for medical necessity and the client’s potential to benefit from services.
- Assist as needed in verifying prospective client’s insurance coverage.
- Assist as needed in determining and documenting if there is a relevant co-pay, deductible, or out-of-pocket payment maximum, and relay this payment information clearly to client, to client’s treatment team, and to billing department
- Assist as needed in requesting and obtaining client-signed intake paperwork before intake.

- Assist as needed to obtain hospital and/or other health records.
- Assist as needed to collaborate with medical and clinical staff to schedule admission intakes and assign treatment team
- Skillfully manage client waiting list, so clients can be quickly placed as openings emerge.
- Deliver brief case presentation of upcoming intakes to staff at the afternoon Staff Meeting before new client admission.
- Contact client’s insurance carrier to advocate for and obtain authorizations to provide reimbursable treatment services.
- Assist clinical staff and billing department as needed to handle insurance-related matters (e.g. concurrent reviews for authorization of continued treatment).
- Participate in staff meetings as invited or assigned
- Work with data entry and tech support team to maintain, on a daily basis, an accurate record of daily client attendance.
- Function as a clinical liaison to potential referral sources.
- Follow through on directives from Admissions Manager.

EDUCATION, EXPERIENCE AND SKILLS

- Bachelor’s Degree in Social Work, Psychology, Counseling or related field (A relevant post-Bachelor’s degree is preferred.)
- At least 6 months’ experience in clinical admissions, or related work
- Demonstration of excellent time management and organizational abilities
- Basic computer and office equipment skills and/or ability to quickly master email, texts, FAX, eFAX, Microsoft Word, Microsoft Teams, Outlook calendar, Excel spreadsheet, Zoom, BestNotes (our electronic health record.).
- Comfortable communicating respectfully with people with severe mental illnesses
- Culturally humble, non-defensive and skillful at collaborating with a diverse population
- Steady, even temperament – ability to project calmness, competence and kindness
- Must possess a valid California Driver’s License, and obtain DOJ, FBI and TB clearance

Equal Opportunity Employer

La Cheim School, Inc. is committed to diversity in its programming and in creating a staff reflective of the populations of the San Francisco Bay Area, and will not discriminate against applicants, employees, or unpaid veterans. We encourage and actively recruit applicants representing diversity of race, color, age, sex, race, religion, national origin, sex/gender expression and physical ability.

Print Employee Name:

Employee Signature:

Date:

