

JOB DESCRIPTION

ORGANIZATION NAME: Coalition for Hispanic Family Services
JOB TITLE: Program Assistant
JOB CATERGORY: Bachelor's Degree with two years of related experience, required
OFFICE LOCATION: 315 Wyckoff Avenue, Brooklyn, New York 11237
PROGRAM TYPE: Children and Family Treatment and Support Services (CFTSS)

About Coalition for Hispanic Family Services (CHFS): CHFS is a community- based, family-focused organization of color providing an array of services to children and families in North Brooklyn and Western Queens. For over 30 years CHFS has worked with vulnerable populations that include children in foster care, seriously emotionally disturbed children and youth and families at risk of abuse and neglect. The provision of accessible, high-quality health and mental health services to these vulnerable populations is central to our holistic approach of strengthening families in a culturally competent manner.

About Children and Family Treatment and Support Services:

Children and Family Treatment and Support Services (CFTSS) are new behavioral health services covered by NYS Medicaid. CFTSS help children and youth with mental health and substance use needs. CFTSS work with each child/youth to provide care in a way that works best for them and their families.

DUTIES AND RESPONSIBILITIES:

Responsible for the day to day management of . Assists in planning, organization, development, and implementation of systems and policies for the delivery of high-quality client care.

- Manages the referrals and assignments for Children and Family Treatment and Support Services (CFTSS).
- Enroll clients in services, and create, maintain and update client EHR database and records.
- Coordinates service providers weekly schedules and monitors client contacts.
- Verify that client's insurance is active prior to a service being provided.
- Communicate immediately with providers of service when client insurance is inactive.
- Communicate regularly with program supervisor regarding any challenges being encountered by service providers in the field.
- Maintains ongoing contact with service providers to provide scheduling support.
- Verifies service provider invoices against documentation in the electronic health record calendar.
- Establish and sustain relationships with all MMCOs with which CHFS has contracts.
- Researches and outreaches to new provider agencies with goal of expanding our network and relationships.
- Ensures that all service documentation is submitted by service providers in the electronic health record in a timely manner.
- Updates and tracks staff trainings.

- Assist Program Director with additional data entry projects and audits as assigned.
- Manage data to ensure accurate records; produce reports as requested.
- Maintains and submit to supervisor weekly data on program referrals and kept/missed appointments of active clients.
- Prepare for and participate in meetings and trainings as needed.
- Perform other duties as assigned.

Qualifications:

- Excellent written and oral communication skills
- Strong interpersonal skills and building relationships
- Strong proficiency with Microsoft office suite and web applications.
- Strong time management and organizational skills;
- An obsessive attention to detail and follow-through.
- Proven analytical and problem-solving skills.
- Ability to thrive in a fast-paced environment; flexible to ongoing change.

Requirements:

- Bachelor's degree and/or its equivalent required.
- Minimum 2 years' experience related experience.
- Strong attention to detail, organizational skills, self – directed work ethic, excellent time management, and strong interpersonal skills.
- Command of Microsoft Office and skillful at navigating electronic health records (EHR).
- Proficiency in spoken and written English and Spanish, required.