

ODYSSEY FAMILY COUNSELING CENTER

JOB DESCRIPTION Part-Time Scheduler/Front Desk

General Description: Odyssey seeks a part-time Scheduler/Front Desk Staff. This person will be working in a fast-paced environment where they will be expected to display strong customer service and communication skills to properly assist clients. The successful candidate will be:

- Dependable
- Highly organized
- Able to prioritize and handle pressure
- Have experience working in the behavioral health field.
- Possess Computer skills including Microsoft Office
- Knowledge of Carelogic is preferred or experience with electronic medical/clinical records

Bilingual Spanish speaking applicants are encouraged to apply, Part-Time Hours are Monday - Friday to include some evenings. Forward your interest and resume to: hr@odysseycounseling.org.

Supervisor: Intake Coordinator, with indirect report to the Operations and Corporate Compliance Manager

Supervisees: None

Description of Duties:

Scheduler duties:

Serve as the first point of contact interacting with clients over the phone or in person

- Will handle a high volume of incoming calls and navigate between multiple systems to schedule with various departments
- Follows scheduling protocols and guidelines
- Multitasks between several different technology systems to complete functions
- Utilizes critical thinking to determine which processes to apply to specific situations
- Collects, validates, and enters all necessary demographic, clinical, billing and insurance information from patients or responsible parties
- Complete accurate patient scheduling on provider and ancillary schedules for multiple staff
- Collaborates with clinical staff to optimize efficiency and effectiveness in scheduling.
- Adheres and complies to all policies and procedures
- Attend educational sessions and department meetings as scheduled
- Ability to perform all other duties as assigned or requested

Front Desk duties:

- Greet all visitors and guests
- Collect COVID-19 questionnaire and take temperature for all visitors and guests
- Checks in/out all individuals served in a timely manner
- Promptly answer, screen and processes telephone inquiries with strict adherence to confidentiality and policies and procedures
- Verify insurance for commercial, Medicaid or CMO's when necessary
- Assist clients with necessary paperwork, checking financial forms and other forms for completion and verification
- Return all telephone messages in a timely manner
- Provides information on Odyssey programs when appropriate
- Collects and enters the information of individuals served into the EHR system in a concise, thorough, and accurate manner
- If applicable, ensures individuals are referred to the clinical team for triage.
- Maintain current and up to date data concerning provider schedules, accepted insurance plans, and any other pertinent information
- File and/or scan all documents daily
- Collects all monies due to Odyssey and posts to Cash Sheet accurately
- Upholds positive interpersonal relations among all team members
- All other duties as assigned