

West Cecil Health Center
Job Description
Behavioral Health Supervisor
Status: Exempt

Summary: The Behavioral Health Supervisor is responsible for organizing and directing the non-provider staff of the Behavioral Health Department. Supervision includes assessing the quality of work and providing feedback to the team members to maximize performance. This role is for a results-focused individual that can drive excellence and motivate a team. The ideal candidate must have excellent customer service and leads by example. They must possess great supervisory skills, communication skills and be highly organized and reliable.

Responsibilities include, but are not limited to:

1. Assists in the development of performance-based goals for a team
2. Hires, trains, mentors, supports, evaluates, and motivates staff
3. Trains and mentors a team to achieve excellence in customer service as reflected in patient satisfaction surveys
4. Achieves high level performance with call center metrics, including but not limited to, wait times, answered call rates, and abandoned calls.
5. Ensures compliance with all regulatory requirements such as obtaining appropriate patient identifiers and consents
6. Demonstrates high level of accountability in assuring patients demographics are accurate
7. Accurately schedules appointments and effectively fills the schedule
8. Confirms appointments and engages in other activities to reduce no-shows and last-minute cancellations.
9. Accountable for revenues by driving time of service collections of copays, co-insurance, and past due balances.
10. Holds staff accountable for adherence to policies and procedures
11. Preparation of routine and ongoing performance reports and/or dashboards
12. Ensures a high degree of confidentiality in all transactions and trains and holds staff accountable for the same level of privacy.
13. Participates in staff and educational meetings.
14. Performs other duties as assigned.

QUALIFICATIONS

1. High school diploma or equivalent required
2. Customer service experience required
3. Computer experience in G-Suite and Microsoft Office required.
4. Medical receptionist experience with insurances and cash collections preferred
5. Call Center or related experience preferred.

PHYSICAL REQUIREMENTS

Hearing - adequate to perform job duties in person and over the telephone.

Speaking - must be able to communicate clearly in person and over the telephone.

Vision - Visual acuity adequate to perform job duties, including reading information from printed sources and computer screens.

Ambulatory – adequate to perform job duties including but not limited to answering phones, typing, transporting and filing charts.

Acknowledgment

I have read and fully understand my job description. My supervisor has discussed the job description with me with regard to my job requirements and responsibilities.

Employee Name _____

Employee Signature _____

Date: _____

Supervisor Name _____

Supervisor Signature _____

Date: _____

11/8/13