

Client Intake Associate - Mental Health

About Casa de Salud

The mission of Casa de Salud (Casa) is to facilitate and deliver high quality medical and mental health services for uninsured and underinsured patients, focusing on new immigrants and refugees who face barriers to accessing other sources of care. Casa is unique in that it is the only organization in the metro area that offers the new immigrant community low-cost access to care while also acting as a portal to other services through our collaboration with numerous health and social service organizations throughout the metro St. Louis area.

About Casa de Salud's Mental Health Collaborative (MHC)

The MHC program convenes community organizations, private practitioners, and academic partners to provide culturally-aware mental health services to the underserved and foreign-born communities.

Position Summary

The CIA is the first point of contact for clients seeking therapy at the Mental Health Collaborative (MHC). As a member of the MHC Program, the CIA reports to the Mental Health Program Manager, ensuring the MHC program's efficient operation. The CIA demonstrates a high degree of professionalism in all interactions with clients, mental health providers and coworkers. They ensure the smooth flow of operations at the MHC, and assist clients in overcoming barriers to care, such as scheduling, transportation, health literacy, and other barriers. This individual is kind and nonjudgmental, making the patient feel welcome and safe in the office environment.

RESPONSIBILITIES:

Communication

- Maintains client registration sign-in sheet
- Manages incoming phone calls and checks and responds to voicemails in a timely manner
- Shares community health and social services resources with clients as needed
- Assist the client in completing new patient paperwork. Collect client data including, but not limited to, missed appointments, reason for missed appointment, demographic and contact information, and reason for seeking therapy. Accurately enter this information, and any other needed documents, into the electronic medical record.
- Review MHC appointment calendar and interpreter calendar to check for inconsistencies and errors

Direct Client Support and Coordination of Care

- Work closely with the Client Intake Specialist and the MHC Program Manager to coordinate client care, and to identify and address clients' barriers to care.
- Following licensed provider recommendations, schedule appointments and follow-up visits.
- Conduct intake and follow-up mental health screenings with clients.
- Encrypt and send sensitive client documents, such as mental health assessments, to providers.
- Provide administrative support to MHC partner therapists, such as by printing necessary documents and ensuring that clients receive forms and assessments (e.g. Feedback Informed Treatment forms) as required by their provider.
- Coordinate requests for interpreters and assist clients and therapists in troubleshooting any interpreter issues.
- Ensure that any requests for client psychotherapy records are forwarded to the MHC Coordinator and/or the therapist, being aware of HIPAA guidelines.

Office Responsibilities

- Assure readiness of the reception area for each working day; open the building at the designated time and have all front desk activities fully operational at the start of business hours.
- Secure building at the close of each working day; turn off or unplug appliances and machines according to agency protocols and lock all entrances.

Performs other duties as assigned.

Essential Qualifications:

- Oral and written fluency in English and Spanish required
- Bachelor's degree or equivalent work experience required
- Ability to work effectively with people from diverse backgrounds
- Ability to work accurately and efficiently in a fast-paced and dynamic environment
- Commitment to working with underserved client populations
- Proficiency in Microsoft Office 365 and Google Suite software
- Ability to learn to use Casa's electronic medical record required

Preferred Qualifications:

- Experience with electronic medical record documentation
- Professional experience in the field of mental health
- Bachelor's degree in Social Work or Psychology preferred
- Prior work experience in the field of mental health preferred
- Experience with electronic medical record documentation preferred

KNOWLEDGE, SKILLS, AND ABILITIES

- Demonstrate an understanding of trauma and its impact on clients.
- Build trust with clients through a calm, kind, and accepting demeanor.
- Protect clients' rights by maintaining confidentiality of all personal information
- Basic working knowledge of mental health evidence-based practices, interventions, and concepts, or a willingness to develop this knowledge
- Excellent oral and written communication, interpersonal, documenting, multi-tasking, organizational, and time management skills. Use professionalism in all emails with therapists, and all entries in client's medical records.

WORKING CONDITIONS

- Work is performed in a typical clinic and office environment, with some work completed remotely
- Occasional evening and weekend activities
- Average physical effort with some handling of light weights such as supplies or materials on an infrequent basis (10-15 pounds)

BENEFITS

- Medical, dental, and vision insurance
- 401(k) investment accounts with 3% employer match
- Paid time off including holidays

The above information on this description has been designed to indicate the nature and level of work performed by employees in this position. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and qualifications required of employees assigned to this job.

HOW TO APPLY FOR THIS POSITION

Casa de Salud is an Equal Opportunity Employer and considers qualified applicants for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status, or any other status protected by applicable law.

Position is open until filled; first reviews begin immediately.

Interested applicants should send a cover letter and resume to the President and CEO, Diego Abente, at info@casadesaludstl.org, or mail to 3200 Chouteau Ave. St. Louis, MO 63103.

Learn more about mission and work — www.casadesaludstl.org