



Iliuliuk

Iliuliuk Family and Health Services, Inc.

P.O. Box 144
Unalaska, Alaska 99685

Phone: (907) 581-1202
Fax: (907) 581-2331

JOB: BEHAVIORAL HEALTH ASSISTANT

JOB DESCRIPTION

Summary:

Assists Behavioral Health Department, Program Coordinator, Care/Case Managers and/or Care Associates in the facilitation of managing behavioral health and outreach services that facilitate in adult, child and or family recovery from health related issues, mental illness and/or addiction disorders.

Essential Duties and Responsibilities:

- Provides supportive services to enhance treatment goals and effectiveness.
- Assists clients in securing a variety of social services, including but not limited to , relapse prevention services, prenatal care, medical care, food stamps, general assistance and child-care.
- Communicates and coordinates care with the member's family, behavioral health and general medical and dental health care providers, community resources, and other involved supports including educational, social judicial, community and other State agencies.
- Provides outreach and follow-up of crisis contacts and missed appointments.
- Participates in staffing, case conferences or other meetings, as appropriate.
- Provides community and home-based services to members, when appropriate.
- Maintains member records in accordance with agency and funding source requirements.
- Maintains regular contact with treatment staff to coordinate services provided.
- Provides community outreach regarding program services.
- Provides crisis intervention to include location of appropriate providers of service.
- Performs other related duties and administrative duties in accordance with agency growth and changes.
- Communicates messages between patients and medical/behavioral health clinicians.
- Attends to, research, and follows up on patient billing and insurance questions.
- Maintains appropriate documentation for Behavioral Health and performs requested administrative duties.
- Researches information and data as requested.
- Other duties within the realm of administrative support as assigned when needed.

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SKILLS/REQUIREMENTS

- **Manage General Office**
 1. Track license and certificate of health care personnel
 2. Coordinate Patient/office communication
 3. Provide/coordinate office maintenance
 4. Coordinates/process incoming/outgoing mail
 5. Maintain and update procedure manuals
 6. Inventory and order office equipment and supplies
 7. Interact with staff and patients to optimize work flow

- **Coordinate and Schedule Appointments**
 1. Coordinate physician's and staff schedules
 2. Schedule patient's appointments

- **Administrative Intake of Patient**
 1. Obtain referrals/authorizations for treatment
 2. Coordinate insurance information
 3. Collect copayments/payments on account
 4. Submit insurance claims
 5. Provide billing statements to patient
 6. Document patient communication, observations and clinical treatments
 7. Employ professional techniques during verbal, non-verbal and text based interactions

- **Maintain Health Information**
 1. Obtain and file consents
 2. Provide for patient confidentiality
 3. Document and maintain all patient information
 4. Prepare patient chart of office visit
 5. File office data
 6. Transfer patient/client records electronically
 7. Abide by principles and laws related to confidentiality

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- **Provide/Maintain a Safe and Aseptic Environment**
 1. Maintain clean office environment
 2. Practice standard safety precautions
 3. Don gloves and PPE as appropriate
 4. Maintain personal hygiene, wash hands
 5. Comply with risk management and safety procedures

- **Maintain Professional Responsibilities**
 1. Adapt communications to an individual's understanding
 2. Demonstrate respect for individual diversity
 3. Participate in continuing education
 4. Participate in community health activities
 5. Serve as a mentor to other health care professionals
 6. Maintain basic life support certificate
 7. Maintain professional network
 8. Identify potential consequences for failing to operate within the scope of practice of medical assistant
 9. Participate in performance improvement
 10. Provide care within legal and ethical boundaries

EDUCATION – Associates degree from an accredited community college plus two years of relevant behavioral health experience; or Bachelor's degree with one year of relevant experience.

CERTIFICATION – CPR, and AK Department of Public Safety Fingerprint Clearance Card Required.

ADDITIONAL REQUIREMENTS

- Valid Alaska Driver's License.
- Clean Motor Vehicle Record – no more than 2 moving violations or a license suspension in past 3 years.

IMPORTANT NOTES

Bilingual a plus

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