



## Choctaw Health Center

Behavioral Health Department

210 Hospital Circle

Choctaw, MS 39350

Phone: (601) 389-4150

Fax: (601) 389-4152

### JOB ANNOUNCEMENT # 011147

**POSITION:** Behavioral Health Administrative Support Staff

**SALARY:** Grade 10

**SUPERVISOR:** Certified Peer Support Specialist/Administrative Support Staff Supervisor

**JOB LOCATION:** Choctaw Health Center/Behavioral Health and Satellites

**TYPE OF EMPLOYMENT:** Regular Full-Time/ Non- Exempt/Essential

**OPENING DATE:** DECEMBER 09, 2024 ~~DEC 09 2024~~

**CLOSING DATE:** DECEMBER 23, 2024 OR UNTIL FILLED

***Mission Statement:*** *The Mission of The Choctaw Health Center is to raise the health status of the Choctaw People to the highest level possible.*

***Vision Statement:*** *Our vision is to achieve a healthy community through holistic health services in a culturally sensitive environment, in partnership with satisfied customers, dedicated employees, and the Choctaw Community.*

The Choctaw Health Center is a 20-bed hospital centrally located in Choctaw, Mississippi off State Highway 16 West on the Mississippi Band of Choctaw Indian Reservation. The Tribe consists of eight communities: Bogue Chitto, Bogue Homa, Conehatta, Crystal Ridge, Pearl River, Red Water, Standing Pine, and Tucker. It serves approximately 11,000+ members of the tribe's population across ten county-areas in central Mississippi. It is a 180,000-square-foot comprehensive health care center with three (3) satellite clinics located in the Choctaw communities of Bogue Chitto, Conehatta, and Red Water.

#### **Scope of Service and Effect:**

The Behavioral Health Administrative Support Staff is responsible for greeting patients and facilitating, managing patient check-in/out, and directing traffic flow in the department lobby. The incumbent must conduct clerical and organizational tasks like filing, organizing, scheduling appointments, drafting correspondences or messages,

answering reception phones and assisting callers with requests and questions, and assisting the Behavioral Health Administrative Support Staff Supervisor and other staff members when needed. These tasks are carried out under the direct supervision of the Behavioral Health Administrative Support Staff Supervisor. Duties will involve handling highly confidential sensitive information involving patients, personnel records, and verbal and written communications.

**Duties and Responsibilities:**

1. Performs administrative support duties on an assigned basis from the Behavioral Health Administrative Support Staff Supervisor. Duties will include but not be limited to the following:
  - a. *Ensuring good quality customer service is provided as the first point of contact between the patients, visitors, and staff of the Behavioral Health Department, greeting consumers/employees/visitors, and managing traffic flow in the department's lobby.*
  - b. *Patient registration: Applies effective communication with patients, office staff, and visitors to facilitate patient registration, scheduling appointments for patients, and documenting in the established Electronic Health Record (EHR) software by obtaining and updating Protected Health Information (PHI) (e.g. patient address, contact information, CDIB, Medicaid, Medicare, Workman's Compensation, and private/commercial insurance eligibility information all other health coverage information for all patients).*
  - c. *In case of organization wide shortages or any other event deemed necessary by the organization, incumbent must be able to assist other clinics with Secretary/Patient Registration Clerk Duties.*
  - d. *Clerical work (e.g. typing, filing, recording information, taking messages, answering and placing phone calls, organizing workspaces, running administrative errands for the department, and processing incoming and outgoing mail).*
  - e. *Demonstrating courtesy, tact, and capability using personal judgment in managing incoming calls and familiarity with all hospital personnel and the functions of each department to be efficient in transferring calls to the appropriate personnel, relaying messages, and giving general information.*
2. Establishes and maintains a safe and secure system for retaining all documents considered highly confidential, including protected health information (PHI) of patients, personnel records, personnel actions, and other operational, clinical, and written communication files.
3. Manages a monthly calendar of events for the department, schedules meetings and training for staff development, manages schedules and clinic appointments for patients and providers in the EHR system, and handles logistical arrangements for internal and external meetings and spaces.
4. Monitoring of emergency radios and disseminates to program staff, when necessary, through internal paging.
5. Maintains a calendar of employment anniversaries for employee evaluation and provides a notification to department supervisors for completing and submitting to Choctaw Health Center – Human Resources Department.

6. Participates in and helps develop annual in-service training and staff development sessions to ensure up-to-date knowledge, skills, and continued personal and professional growth.
7. Participate as a team member in all aspects of the program, community outreach activities/events, and tribal functioning, serving as a role model and mentor.
8. Handles other duties as assigned by the supervisor and CBH Director or delegate.

**Other Requirements for the Position (Skills and Abilities):**

1. Highly adaptable to serving a variety of personalities and switching tasks promptly when appropriate. Must give strong attention to detail and possess the ability to multitask.
2. Must possess advanced computer operation skills to proficiently use software programs (e.g. Microsoft Word, Excel, and PowerPoint), the ability to operate common office equipment, and basic secretarial skills including typing, filing, and office record keeping.
3. Must be able to proficiently navigate the Electronic Health Record (EHR) software currently being utilized by Choctaw Health Center – Behavioral Health Department.
4. Maintains a high degree of emotional patience, control, and tact to cope with a situation that involves constant change, substantial pressure, and tremendous responsibility involving patient care and safety.
5. Strong work ethic and organizational and administrative (soft) skills to manage a busy reception area and ensure a positive experience for all clients and visitors. Soft skills include but are not limited to, critical and creative thinking, collaboration, timeliness, dependability, professionalism, commitment, and integrity.
6. Ability to work in a team environment.
7. Self-motivated and able to complete tasks in a timely manner and work independently and without constant supervision.

**Hours Worked:**

This is an essential position. The incumbent is required to work during the daily hours of operation for the Behavioral Health Department. The hours are from 8:00 a.m. to 4:30 p.m., with a one-hour lunch break between 12:00 and 1:00 p.m. This is a non-exempt position; Nonexempt employees will be paid only for actual hours worked unless they receive benefits under MBCI's leave policies. Time worked by nonexempt employees over forty hours (40) in a workweek will be paid at one and one-half times the employee's rate of pay, per the MBCI Tribal Personnel Policy. Working hours may vary according to shift schedule to cover a 40-hour work week. Employees are responsible for clocking in and out as scheduled. Tribal personnel policies will apply for overtime, sick leave, and annual leave. The incumbent will be called back to duty under certain circumstances such as short staff or emergencies, if needed.

**Work Environment:**

The primary location for this position will be at the Behavioral Health Department within Choctaw Health Center, with duties to be performed in other locations as assigned.

### **Job Hazards**

The work may involve some exposure to hostile and emotionally disturbed patients, families, and/or visitors. Must be able to maintain a high degree of emotional control, tact, and patience to cope with situations that involve constant change, substantial pressure, and tremendous responsibility. The ability to cope with a stress-laden environment and conditions is essential.

### **Physical Demand:**

There is a considerable amount of walking/moving, bending, and lifting, often in excess of fifty pounds.

### **Qualifications:**

1. A minimum of a high school diploma or equivalent is required. A two-year (2) associate's degree is strongly preferred.
2. One year (1) of office clerical experience or other duties related to administrative activities is required.
3. Ability to speak Choctaw and English is strongly preferred.
4. Must have dependable transportation, state driver's license, clearance to operate Tribal vehicles, and vehicle insurance as required by state law.
5. Must provide and maintain a negative drug screen at all times.
6. Must be submitted to a background check pursuant to Public Law 101- 630, Title IV, Indian Child Protection and Family Violence Act of 1990.

In accordance with the Choctaw Health Center Employee Health Program, an employee screening will be performed upon hire. Employees are encouraged to continue to receive routine examinations with their clinical provider of choice.

**\*\*CHOCTAW HEALTH CENTER PROPERTIES ARE TOBACCO-FREE \*\*\***

**NOTE: The Administrative Personnel Policy & Procedures of the Mississippi Band of Choctaw Indians, Native American Preference, Section II (A), have been revised and approved, as follows:**

Further bolstering this Native American preference to promote employment of MBCI members, it is the policy of MBCI to employ persons(s) who are not members of MBCI only when no qualified member of MBCI, who has applied for the position, can be trained up upgraded to fill a given job vacancy within a reasonable period of time at a reasonable cost, and then only when a Waiver of Native American Preference has been secured from the Committee on Human Resources, Training and Development on a case-by-case basis.

The authority to waive Native American Preference laws can be exercised by the Committee on Human Resources, Training and Development. The Committee will exercise its discretion to do so only when a motion is made by a committee member to support such waiver and the Committee determines by reviewing the facts and appropriate written documentation that a waiver is justified. A waiver to allow the employment of a person who is not a member

of MBCI, or to employ a person who is Native American outside the order of preference set forth in this Policy, can be made by the Committee only for as long as the person who is granted the waiver remains in the position for which the waiver was granted. That waiver does not apply to other openings which the person who is granted the waiver may request a promotion, transfer, or apply for. The Committee only has the right to approve or disapprove a waiver that has been requested by Executive Branch supervisors and has no right to direct, demand, or coerce any executive Branch supervisor or personnel that any specific applicant other than the one for which waiver is sought, be employed.

**IF INTERESTED, SEND APPLICATION TO:**

**Mississippi Band of Choctaw Indians  
Human Resources  
P.O. Box 6033  
Choctaw, MS 39350**