



### **Administrative Assistant**

Cutchins Programs for Children & Families seeks a part-time (36 hr./wk.), highly motivated, professional Administrative Assistant to provide administrative support for our Children's Clinic. This person is responsible for the management and oversight of the day to day functioning of front office including client record keeping and diversified secretarial, clerical and fiscal support duties.

**The Administrative Assistant responsibilities** include, but are not limited to:

- Develop and maintain electronic client record keeping systems and client database in accordance with Cutchins and regulatory guidelines and regulations. Provide backup to the Insurance specialist for initial setup and maintenance of client file and insurance information. Ensure confidentiality and security of records and files. Scan documents into electronic health record. Create and maintain forms and internal office procedures as needed to meet or improve procedural requirements.
- Provide liaison to accounting and personnel departments. Code and verify receiving slips. Collect copays (cash, credit card, check). Review timesheets to solve problems, sign when Program Director is unable.
- Provide backup to the insurance specialist for initial insurance verification and determination of benefits/limits of service, and ongoing determination of eligibility. Communicating with Billing and Clinical staff on insurance/benefits issues.
- Provide telephone reception and communicate messages. Respond to intake and service inquiries. Reminder calls to Psychiatrist/NP appointments. Notify clinicians by phone when their appointments arrive. Schedules Psychiatric and NP appointments in electronic system. Call high-risk and no show clients to remind them of their appointments. Provide other clerical/secretarial services as needed.
- Oversee reception/waiting room and ensure it is kept orderly and attractive. Opening and closing of front office daily.
- Ensure requests for medical records from external agencies and medical offices are prepared and responded to in a timely manner with Clinic Director approval.
- Order and maintain inventory of office and other supplies. Insure proper maintenance of all office machines. Maintain administrative budget and program petty cash including transactions, reimbursement billing and reconciliation. Distribute mail and paychecks, and prepare outgoing mail.

- Oversee Administrative Interns, assigning tasks and duties as appropriate.
- Other duties as assigned.

**The successful Administrative Assistant candidate** will be outgoing, enthusiastic, creative, flexible, trustworthy, and reliable. Must possess strong organizational skills, be detailed oriented and have the ability to handle multiple concurrent assignments, have meticulous attention to detail & accuracy, be self-motivated and able to manage a high volume of tasks in a fast paced environment. Candidates should have a positive attitude with strong verbal & written communications skills, ability to establish clear professional boundaries, and personal values. Proficiency with Microsoft Suite is a must. Candidates must have an understanding and comply with HIPAA. All candidates must complete and pass background record screening process and have a clean driving record. Reliable transportation required. Associates degree required; 1-3 years' experience in a health care or mental health environment preferred. Bilingual candidates are encouraged to apply.

**Benefits:** Excellent benefits include health, dental, & vision insurance; non-match agency retirement contributions; generous time off package.

**To Apply:** Please send cover letter, resume and three professional references to [aharrison@cutchins.org](mailto:aharrison@cutchins.org), or mail to Cutchins Programs for Children & Families Inc., 78 Pomeroy Terrace, Northampton, MA 01060, Attn: HR-AACC. [www.cutchins.org](http://www.cutchins.org) AA/EOE.

Cutchins Programs for Children & Families has over 40 years of providing uncompromising care not easily found in today's health care environment. Our residential, outpatient, and special education services provide children and families struggling with the effects of trauma and mental illness in a sanctuary of safety and love.