

## **JOB POSTING**

<b>Position:</b>	Front Desk Care Coordinator
<b>Location:</b>	In-Person
<b>FTE:</b>	1.0
<b>Shift:</b>	Day Shift
<b>Days of Work:</b>	Monday – Friday
<b>Weekend Work:</b>	No
<b>Travel Required:</b>	No
<b>FLSA:</b>	Non-Exempt
<b>Salary Range:</b>	\$18.00-\$21.00/hr

Are you ready to join a team that provides compassionate care and support to clients? Western Mental Health Center, located in Marshall, MN, is seeking a full-time Front Desk Care Coordinator.

### **SUMMARY OF POSITION:**

The Front Desk Care Coordinator provides customer service and administrative support to the Center.

### **ESSENTIAL FUNCTIONS:**

1. Greet clients/visitors and direct them to proper location.
2. Answer telephone and direct calls to appropriate staff members; take messages as needed.
3. Type correspondences, maintain client files and process approved releases of information in accordance with established deadlines and procedures.
4. Schedule/reschedule appointments appropriately in accordance with therapist schedules, expertise and managed care restrictions, and reminds clients of scheduled appointments.
5. Complete crisis logs in accordance with established Center procedures.
6. Complete assigned data entry in accordance with established Center procedures.
7. Maintain all clinical records in a current status in accordance with established Center policies and procedures.
8. Perform all duties in accordance with the policies and procedures of the Center.

### **OTHER RESPONSIBILITIES:**

1. Is sensitive and responsive to management needs such as data collection and program evaluation.
2. Exercises confidentiality with client and Center information.
3. Backup for Care Coordination department.
4. Ability to travel to other WMHC locations, as position requires.
5. Performs other work-related duties as assigned.

## **CLINICAL OFFICES**

916 4<sup>th</sup> Ave SW      101 Caring Way Drive      3001 Maple Road      2040 Juniper Ave.      818 Prentice Street      240 Willow Street      112 St. Olaf Street  
Pipestone, MN 56164      Redwood Falls, MN 56283      Slayton, MN 56172      Slayton, MN 56172      Granite Falls, MN 56241      Tyler, MN 56178      Canby, MN 56220

**TO MAKE AN APPOINTMENT: CALL (507) 532-3236 OR (800) 658-2429**

**EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

1. High School education required.
2. Must have excellent verbal, written, organizational and interpersonal skills.
3. Experience with office equipment, Microsoft Office programs and Electronic Health Records (EHR)
4. Must meet all criteria of a background check.

**WMHC BENEFITS:**

- Competitive Salary
- 401(k) Contribution & Employer Matching Program
- Medical Insurance
- Dental Insurance
- Vision insurance
- Employee Assistance Program
- Flexible Schedule
- Life Insurance
- Vacation Leave
- Sick Leave
- 8 Holidays per Year
- 2 Floating Holidays
- Professional Development Assistance

**HOW TO APPLY:**

Apply online by visiting <https://wmhcinc.org/careers/> and completing the online application. We look forward to learning more about you!

WMHC is committed to providing equal opportunity in all areas of employment in accordance with applicable state and federal laws. WMHC will not discriminate on the basis of race, color, creed, religion, national origin, ancestry, sex, sexual orientation, gender identity or gender expression, veteran status (as per MN Statute), pregnancy, disability, age, marital status, familial status, or any other class protected by state or federal law. WMHC is an Equal Opportunity Employer.

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