

OFFICE SUPPORT AND INTAKE SPECIALIST, IDD - PRINEVILLE, OREGON

BestCare Treatment Services in Prineville is recruiting for an Office Support and Intake Specialist, IDD! This is a Full Time regular position that includes a competitive benefits package, FOUR WEEKS of paid time off, NINE recognized holidays, and a retirement account option. Starting hourly wage for this position is \$15.00 - \$19.68 dependent upon verified applicable experience and education.

BestCare Treatment Services is proud to be one of the longest-term providers of alcohol & drug rehabilitation and mental health services in the Central Oregon region. We got our start in November of 1997, thanks to a partnership between Deschutes County, State of Oregon, and St. Charles Medical Center. From a modest, singular drug rehab center, we have grown to offering residential and outpatient services in four cities in addition to the only Spanish-speaking alcohol and drug rehab facility in the state. We have helped thousands of people find the help they need in a caring and collaborative environment and we remain true to our founding mission:

To advocate and provide compassionate care in the treatment and prevention of addiction and mental illness.

As an agency, BestCare has a family feel with a supportive staff of hard-working professionals whose compassion and dedication is unmatched in our industry. They are smart, kind, innovative and strive to offer the best services available under all circumstances. Does this sound like you? If so, we invite you to join our team by applying for this exciting position.

Located in beautiful Central Oregon, Prineville, Oregon, is home to scenic river gorges, deep desert canyons, and other delightful treasures. The community is tight-knit and is known for its livability, affordability, community spirit and its easy access to many outdoor activities. The surrounding landscape offers gorgeous snow-capped mountain views, fresh, clean rivers and lakes and breezy high desert plains. Prineville is in close proximity to a myriad of destination locations for fun and relaxation including the breath-taking Cascade Mountains, world famous Smith Rocks State Park, and Cove Palisades State Park on Lake Billy Chinook just to name a few.

If this sounds enticing, don't wait! Apply today and join the family!

Title:	Office Support and Intake Specialist
Program:	Crook County CMHP/CDDP
Program Location:	Prineville, Oregon
Supervisor:	IDD Program Manager; Quality Improvement Supervisor
Employment Status:	Full Time Regular
FLSA Classification:	Non-Exempt

General: The Office Support and Intake Specialist will be a split position providing administrative support for the Intellectual and Developmental Disabilities team, as well as administrative and intake support for the adult mental health and substance use treatment teams.

Duties:

1. Provide exceptional customer service to clients, their families, and community partners.
2. Be proficient and able to complete the intake process on the EMR "Dr. Cloud". Update or inactivate clients in the EMR as appropriate. Includes gathering all intake paperwork for new clients including consent to treat, applicable ROIs, financial contracts, and other forms as needed.
3. Check insurance benefits for newly enrolled clients to determine client benefits.
4. Provide clerical support as assigned to include photocopying, managing charts, filing and data collection.
5. Answer phones, transfer calls, and take messages.
6. Serve as back-up support to the front desk staff.
7. Ensure the work area and files are organized, neat, clean, and properly supplied.
8. Scan and upload I/DD case management documents in MS Teams, the eXPRS billing system, and the ORCHARDS criminal history check system.
9. Be proficient in the use of MS Word. Compose and send/distribute notifications and other I/DD program correspondence.
10. Be proficient in the use of MS Excel. Complete accurate data entry in Excel workbooks and spreadsheets.
11. Complete I/DD appointment reminder calls.
12. Organize and file I/DD client documents in accordance with program requirements, confidentiality, and Oregon Administrative Rules.
13. Transfer client information to updated forms.
14. Coordinate enrollment of Personal Support Workers and other providers.
15. Research, update, and maintain community resource file and I/DD contact list.
16. Compile, copy, and scan case management documents for county transfers.
17. Other duties as assigned.

Minimum Requirements:

Have knowledge, skills and abilities demonstrating competence in the following essential job functions:

1. Have the ability to work independently and have the skills to be a team player.
2. Must have the ability to get along with co-workers.
3. Be able to use basic computer software, and demonstrate competence navigating within an EMR.
4. Possess the ability to meet and network with all community resources in order to provide the best customer service.
5. Use customer service skills with the clients or family members seeking help from our program.

Tool and Equipment Used:

Computer for word processing, database and internet if needed. Fax machine, scanner, copy machine, telephone, projector, Word, Excel, Outlook.

Physical Demands:

The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing this job, the employee is regularly required to reach with hands and arms. The employee is frequently required to stand, walk, and use hands to handle, feel, or operate objects or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must occasionally lift and/or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision and the ability to adjust and focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position requires the employee to dress in a professional manner that meets the standards for professional employees in Central Oregon.

To Apply:

Please complete an application using the link below along with a cover letter, resume, personal email address for communications and contact information for three supervisory references.

[Application for Employment – BestCare \(bestcaretreatment.org\)](http://bestcaretreatment.org)