



# Emergence Health Network

El Paso Center for Mental Health/Intellectual Disabilities

## Crisis Intervention Team (CIT) Office Coordinator

**Job Code:** CITOFF - 105

**Revision Date:** November 10, 2022

**Starting Salary:** \$13.87 hourly; \$28,858 annually

**FLSA:** Non-Exempt

### **Overview**

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

### **General Description**

The purpose of this job is to be primarily responsible for the front desk screening process and direct contact with patient on registration and Financial Evaluation Process. This position functions as the main team information coordinator fielding messages for staff in the field, coordinating appointments, as well as providing clinic clerical support. Educates patients regarding Center's Fee policy and Collection. Must be Familiar and able to perform electronic and paper billing.

This class works under close to general supervision according to set procedures but determines how or when to complete tasks.

### **Duties and Responsibilities**

**The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.**

- Performs standard office support by answering phone, greeting customers, route calls to appropriate staff, and schedule patient appointments.
- Accurately and timely preparation and submission of claims. Updates financial, demographic, and insurance information on designated electronic health record. Information is properly maintained and verified. Performs additional data entry documentation as identified by program needs.
- Prepares correspondence, reports and other materials from rough draft or from source documents for review and signature; establishes and maintains files and records, as identified by program needs.
- Compliance with all Joint Commission training requirements relevant to job, those dealing with use of restraints and physical holding of individuals receiving services.
- Maintains compliance with required local, state, and federal mandates and regulations.
- Performs other duties as assigned.

### **Minimum Education and Experience Requirements**

Requires an Associate's degree supplemented by one (1) year of experience in office support, clerical or data entry, customer service or related field; or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including Dialectical Behavioral Therapy (DBT); and motivational therapies including the use of incentives, preferred.

### **Required Knowledge and Abilities**

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

### **Physical Demands**

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

### **Unavoidable Hazards (Work Environment)**

- Involves routine and frequent exposure to:
  - Bright/ dim light, dust, and pollen.
  - Other extreme hazards not listed above.

### **Special Certifications and Licenses**

- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.
- Employee must be able to pass an extensive and detailed background investigation to be hired for CIT through the El Paso Police Department (EPPD).

### **Americans with Disabilities Act Compliance (ADA)**

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

### **Other Job Characteristics**

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

**Note:** This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.