



Bilingual Clinical Office Support/ Intake

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JOB SUMMARY: Office support is often the first point of contact for clients when they come in for services. Responsibilities include clerical tasks, set up of new client files, scheduling appointments, conducting drug screening tests, ordering supplies, and submitting work requests for building needs. Fluency in Spanish required.

SUPERVISED BY: Outpatient Program Manager

STATUS: This position is non-exempt, full time.

GENERAL: Ensure all individuals are greeted and made to feel welcome. Work collaboratively with a team, deliver positive and efficient client experience. Respond to inquiries regarding services. Maintain strict confidentiality of all client information.

Supervision Exercised: None

Essential Functions:

- Responsible for professionally greeting and providing quality service as the first point of contact for the agency to all persons contacting the agency, entering the lobby, or approaching the front desk.
- Responsible for professional agency-wide phone communication serving incoming callers as well as agency staff, answering and routing calls, answering general information questions as requested.
- Schedule initial assessments and all required appointments for clients in accordance with agency operating procedures which include nightly courtesy reminder calls for next business day appointments.
- Complete new client intake and account set up paperwork, including consent forms.
- Supervise UA process.
- Maintain knowledge of agency/staff schedules.
- Collect payments from self-pay clients; provide account balances.
- Collect rent from tenants (Josephine Co. only), provide rent receipts.
- Submit required reports to community partner agencies upon request.
- Maintain and protect client privacy and confidentiality rights. Maintain strict client confidentiality in person, over the phone and in shared workspaces at all times per agency policy.
- Maintain an organized and professional work area as well as a clean and organized lobby area.
- Maintain and organize all supplies and systems necessary for reception/clerical work including, but not limited to, scheduling and assessment records, UA records and collection supplies.
- Other duties as assigned by the Program Manager.

JOB REQUIREMENTS

Experience and Skills Requirements: Minimum 1-year receptionist experience and/or 1-year clerical support role and experience with multi-line phone system. Experience with computer systems, and data entry. Intermediate skill in outlook, and Office 365 applications. Health care or medical office experience with working knowledge of HIPAA regulations a plus.

Education/Licensure/Certification requirement: High school diploma or equivalent required. Some college preferred. Must provide proof of COVID vaccination.

Background: Clear background check, and clean drug screen.

Work environment: This job is primarily sedentary work and located in a standard office environment with moderate noise. Visual acuity is required for data entry, review of spreadsheets, and viewing of computer monitor. Occasional walking to specific sites is necessary.

References: 3 professional references required to verify experience.

Not Comprehensive List: *This is not intended to be a comprehensive list of all duties and responsibilities and is representative of the scope of the work. The duties and responsibilities listed in this job description may be subject to change at any time due to reasonable accommodation or other reasons.*

Upon signing this form, you agree with all responsibilities listed above and acknowledge receipt of the job description and acknowledge that you can perform all the essential functions of the position, with or without reasonable accommodation.

Print name

Date

Signature

Staff members hired for this position are also eligible to apply for On-PACE, OnTrack’s Peer and Counselor Education Program. This program offers the opportunity to learn competencies required to provide drug and alcohol treatment services, all while working towards CADCI certification.

On-PACE Participants will receive education and training on integrated, interprofessional teams to provide services to families and individuals impacted by opioid and substance use disorders. Practical on-the-job learning will consist of rotations through both residential and outpatient programs and will include training and skills development.

For more information on On-PACE, see our website at www.ontrackroguevalley.org