

Our Mission: To Inspire Children, Empower Families and Build Stronger Communities

## Behavioral Health Administrative Assistant - Hayward Location

**POSITION SUMMARY:** Provides clerical support to Kidango's Behavioral Health staff as a collaborative partner

### **POSITION OVERVIEW:**

- Employment Type: Full time/ Non-Exempt
- Hourly/Salary:
- Location: Helen Turner Behavioral Health Office
- Job Category: Administration
- Reports to: Mental Health Office Manager
- Supervises: None

### **PRIMARY RESPONSIBILITIES:**

- Serves as initial point of contact for all behavioral health referrals
- Gathers all needed referral information and properly routes to Program Manager/Clinical Supervisor
- Verify all EPSDT clients' Medi-Cal eligibility, entering services, opening and closing cases
- Sets up, maintains, produces reports and provides accurate information on program
- Implement and ensure compliance of effective office organization systems
- Maintains files of clients and other information.
- Set up all new files
- Maintains confidentiality of children, families and staff
- Complete clerical work orders
- Answers incoming calls, provides accurate information and directs calls as needed
- Attends meeting as indicated by Supervisor
- Operates and maintains office equipment in a safe manner. Calls for service as needed
- Works as a member of the agency team, promoting the mission and philosophy of the organization.
- Participates in activities that further own professional growth
- Provides excellent customer service to all staff, clients, and contacts of agency
- Works with Behavioral Health department on projects as requested
- All other duties as assigned by Supervisor or Behavioral Health Department Director
- Takes meeting minutes
- Initiative, problem solving, communication, organization and task oriented
- Able to work under pressure to meet timelines
- Able to identify and communicate suggestions for improved efficiency

### **POSITION QUALIFICATIONS/REQUIREMENTS:**

- Minimum of AA degree or equivalent
- 3-4 years minimum experience in office management
- Previous experience with data entry
- Working knowledge of Medi-Cal programs and data entry
- Bilingual (English/Spanish) required
- Able to proof read and spell accurately
- Able to organize and maintain records

- Proficient in Microsoft Office and Google Suite/Gmail
- Ability to work effectively and use a positive approach with a diversity of people
- Able to maintain confidentiality
- Able to be flexible in work schedule
- Experience with EPSDT contracts preferred

**COMPANY WIDE JOB REQUIREMENTS:**

- Must pass a health screening and TB test
- Must pass background fingerprint clearance
- Valid Driver License
- Must be 18 years or older

**ADMINISTRATIVE WIDE DEMANDS:**

Job duties will be performed in an office environment and the physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job.

- This is largely a sedentary role; however the need for some walking and standing will be required
- The ability to lift up to 20lbs may be needed during some job duties
- The employee will be required to use hands for computer work, answering phones calls...etc.

**\*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions**

**Equal Opportunity Employer/Drug Free Workplace**

HOW TO APPLY: To apply for this position please complete an application at  
<https://www.kidango.org/Careers>

You may submit your resume along with an application. Please note that you are not considered an applicant until you have completed an application for employment.