



Job Title: Patient Specialist/Front Office Receptionist
Program/Dept.: Living Well Center
Classification: Temporary, Part-Time, Non-Exempt
Salary Range: \$18.00
Reports to: Data/Medical Record and Biller Managers
Location: 4879 E. Cesar Chavez Blvd, Fresno, CA 93727
Date: July 8, 2024

1. AGENCY

The Fresno Center (TFC) is a non-profit organization that was established in the past 30+ years, serving the community of Fresno County. TFC offers 20 different support services that include mental health, wellness, and healing, from immigration to education advocacy to clinical behavioral services to holistic wellness services. TFC is the one-stop shop that promotes cross-cultural understanding and cultural preservation. Eight of our 20+ programs focus on mental health services (Horticultural Therapeutic Community Centers Program, Living Well Center, Holistic Wellness Program, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Empower, and Cultivate”. Our commitment is to equip staff with the best training and practices to develop and maintain client loyalty and be the employer of choice in the Central Valley.

The Fresno Center’s Mission Statement: To assist individuals in becoming self-sufficient, self-fulfilled and productive members of the community while fostering cultural preservation and promoting cross cultural understanding.

The Fresno Center’s Vision: The Fresno Center will be a champion for positive change through empowerment, education, and collaboration.

2. THE PROGRAM

The Fresno Center’s Living Well Center (LWC) is a “fee-for-service” organizational provider contractor with the Fresno County Mental Health Plan to provide Culturally Specific Services. It utilizes culturally and linguistically capable, qualified mental health practitioners to provide three levels of care, outpatient (OP), intensive case management (ICM), and Full-Service Partnership (FSP) services, to the Southeast Asian (SEA) community, particularly those of Hmong, Laotian, Vietnamese or Cambodian descent who are Medi-Cal eligible. The mental health services are provided in appropriate SEA languages accordingly to serve targeted population.

The Fresno Center’s Living Well Center also maintains a clinical supervision/training program for SEA graduate, post-graduate, doctoral and post-doctoral students. The goal of the program is to increase the number of licensed mental health professionals of SEA descent whose bi-lingual and bi-cultural capacity will allow greater accessibility to mental health services for those who are of Hmong, Laotian, Vietnamese, or Cambodian descent.

The position is contingent upon continued funding. The Fresno Center will not be responsible in any manner for terminations which are due to the defunding of Federal or State Contracts/Grants. The Fresno Center is at-will and may be terminated by you or the company at any time regardless of the end date of the Federal or State Contracts/Grants.

3. POSITION SUMMARY

This is an administrative/clinical professional one that requires a warm and cheerful personality who enjoys working with a diverse public and who manages a front office environment with calmness. This position performs administrative functions, including reception, scheduling, answering phones, filing, ordering supplies and general office duties. The position requires the person to provide an array of supportive services for clients of LWC as needed, including by not limiting transportation, assist in making phones, reading and explaining documents from organization/agencies.

4. JOB DUTIES & RESPONSIBILITIES

- 4.1. Checks patients in for their appointments and out following their appointments.
- 4.2. Schedules patients for appointments.
- 4.3. Verifies coverage under insurance, Medicare/Medi-Cal, Managed Care and other federal/state programs



- 4.4. Answers and directs telephone calls and documents calls or conversations.
- 4.5. Participates in daily care team huddle to ensure all current registration information is complete and assist with pre-visit planning as appropriate coordinates and works with the patient care team structure and processes.
- 4.6. Obtains updated clerical information in accordance with procedural guidelines ensuring that all appropriate document/information has been entered at the time of registration.
- 4.7. Provide assistance to patients and contacting the clinic by telephone; may provide direct assistance, or take messages and direct calls to the appropriate party
- 4.8. Completes initial registration information of new patients following established policies and procedures
- 4.9. Updates any changes of patient's information in their medical files, including documenting phone notes when appropriate.
- 4.10. Taking notes for meeting
- 4.11. Other duties as assigned by supervisors and/or other staff.

5. MINIMUM QUALIFICATIONS:

- 5.1 Must have transportation and a valid California Driver's License
- 5.2 Clean DMV record and valid vehicle insurance
- 5.3 Must pass background check/Live Scan and Drug Test
- 5.4 Commitment to the mission and values of the agency
- 5.5 Committed to community building and development

6. COMPETENCY:

- 6.1. Good organizational skills to handle multiple priorities while remaining professional and calm.
- 6.2. Ability to work with many diverse people.
- 6.3. Effective telephone skills.
- 6.4. Strong level of confidentiality due to the sensitivity of materials and information handled.
- 6.5. Must be able to make suggestions on workflow or system efficiency and effectiveness.
- 6.6. Ability to work independently, be self-directed, flexible and can prioritize.
- 6.7. Ability to perform functions with minimal supervision and to work at a high-volume level of accuracy.
- 6.8. Ability to use Microsoft Word for basic correspondence
- 6.9. Ability to work collaboratively.
- 6.10. Ability to communicate effectively with Management Team, Providers and all staff

7. PERSONAL QUALITIES

- 7.1. Accountable
- 7.2. Diligent and organized.
- 7.3. Ethical and loyal
- 7.4. Punctual
- 7.5. Flexible
- 7.6. Problem-solver
- 7.7. Creative
- 7.8. Honest

8. WORK ENVIRONMENT:

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

9. TYPICAL WORKING CONDITIONS:

- 9.1. The office setting is a normal environment.
- 9.2. Occasionally work during early morning, evening, or weekend.
- 9.3. May be subject to temperature variances in the office.
- 9.4. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy day.

10. TYPICAL PHYSICAL DEMANDS.

- 10.1. Requires sitting, standing, or walking for up to eight hours a day.



- 10.2. Some bending, stretching, or reaching may be necessary.
- 10.3. Lifting to 40 pounds may be required on occasion.
- 10.4. Vision must be correctable to 20/20
- 10.5. Hearing must be in the normal range for telephone contact.

11. POSITION TYPE AND EXPECTED HOURS OF WORK:

- 11.1. Part-time, typical work hours are between 8:00 am to 5:00 pm, Monday to Friday
- 11.2. Evenings and weekends as needed.

12. TRAVEL:

- 12.1. Travel time is expected for the position. Travel time includes travel to meetings, off-site training, or between job sites, as needed, locally.
- 12.2. Individuals may also be expected to use their own vehicle to travel and with mileage reimbursement.
- 12.3. A company car may be used when transporting a client to and from his or her placement, or field activities.

13. REQUIRED EDUCATION AND EXPERIENCE:

- 13.1. High School Diploma or GED required
- 13.2. At least one year of experience working with Southeast Asians consumers

14. PREFERRED EDUCATION AND EXPERIENCE:

- 14.1. Completion of medical terminology course preferred.
- 14.2. Understanding clinical quality guidelines, compliance and policy development.
- 14.3. Bilingual (English/Hmong) preferred but not required
- 14.4. Strong organizational skills

15. BENEFITS:

- 15.1. Medical, vision, and dental coverage at 50% cost.
- 15.2. Life insurance coverage at annual salary.
- 15.3. Pro-rated sick leave, per personnel policy.
- 15.4. 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- 15.5. Vacation, per personnel policy.
- 15.6. Holidays per personnel policy.

16. Affirmative action plan/Equal employment opportunity (AAP/EEO):

It is the policy of The Fresno Center to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

As part of the company's equal employment opportunity policy, The Fresno Center will also take affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.