



# Center for Human Services

*Building a stronger community...one family at a time.*

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## **Job Announcement** **SCREENER / SCHEDULER**

Want to join an innovative community-based organization? If you value social justice, are committed to providing quality services, and are not afraid of challenges, we want to talk with you. Center for Human Services (CHS) is currently seeking the right Screener/Scheduler to join our team. We offer our staff an EXCELLENT benefits package, which includes fully paid health, vision, dental, pharmacy, life, and long-term disability insurance, as well as a generous leave package.

The screener position screens and schedules intake/assessment appointment for our behavioral health programs. This role is in charge of completing the demographic information and collecting insurance information from our prospective clients. This is a full-time, non-exempt position who reports to the BHI Associate Director. This position is located in Shoreline, WA with a starting salary of \$23.85 an hour, with 4% increase of salary as of January 1, 2024. To better serve our clients and participants, bilingual (Spanish/English) speaking candidates are highly encouraged to apply.

### Job Requirements:

- Bilingual in Spanish/English (Basic conversational Spanish as the site will serve Spanish speaking families)
- AA degree or equivalent experience
- Detail-oriented with the ability to multi-task
- Excellent telephone skills and presentation
- Previous billing experience preferred
- Previous experience in the behavioral/medical field preferred
- Practical written and verbal communication skills
- Excellent organizational/administrative skills with good computer skills
- Commitment to confronting racism, sexism, heterosexism, and other discriminatory practices
- Ability to work cooperatively as part of a team
- Ability to adapt to change
- Sense of humor

CHS is a non-profit organization with a great work environment, including a passion for and dedication to the community. If you want to join an established organization at a time of growth and transformation, this is the place.

To apply, send resume and cover letter to [jobopportunities@chs-nw.org](mailto:jobopportunities@chs-nw.org). The full job description can be found below:

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## **Job Description** **SCREENER / SCHEDULER**

### **GENERAL DESCRIPTION**

The Scheduler screens and schedules intake/assessment appointments for behavioral health departments. Responsible for scheduling, patient demographics, insurance/funding verification, referrals, etc. The person in this position needs to be detail oriented, accurate, and have experience working with databases. Reports to the BHI Associate Director. This is a non-exempt position.

### **MAJOR RESPONSIBILITIES – Specific for this position**

- Answer all incoming calls in a prompt and courteous manner
- Complete initial screening forms, determine eligibility for services, and schedule intake/assessment appointments
- Complete screening form, entering new client demographics in the electronic health record. Verify existing clients' demographics in the electronic health record and make changes or additions as needed



Behavioral Health & Family Support  
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- Assess potential funding sources (Medicaid and non-Medicaid) for clients and coordinate insurance and private pay billings as needed
- Check reschedule queue daily and reschedule clients accordingly for open appointments
- Maintain a professional and courteous attitude to all clients, partners and community members
- Provide referrals regarding mental health and substance use disorders services including referrals to other systems and MH/SUD providers outside of CHS
- Communicate with and provide support to the billing support specialists
- Provide services in a manner that expedites the meeting of contract requirements and program outcomes
- Maintain accurate and thorough records/documentation in a timely manner as per agency, county and state requirements
- Prepare concise, complete, and accurate program documentation according to agency policy and system standards
- Complete all required documentation and reports relevant to public payers, such as Medicaid and other third-party payers, such as private insurers, in a timely manner, meeting program paperwork / documentation standards.
- Provide outreach and education to community contacts, referral sources, and other service providers
- Participate in individual supervision, staff meetings, clinical consultations, and all-staff meetings as scheduled

### **MAJOR RESPONSIBILITIES – Agency in general**

- Provide all services utilizing a strengths-based, family-focused, client-centered, trauma-informed, culturally competent approach that is integrated with other services
- Participate in creating and maintaining a workplace that values diversity and treats everyone with dignity and respect without regard to race, color, age, religion, creed, gender, gender identity, gender expression, sexual orientation, national origin, marital status, the presence of any sensory, mental, or physical disability
- Utilize teamwork and open communication
- Have prompt and consistent attendance during scheduled working hours
- Provide services in a manner that expedites the meeting of contract requirements and program outcomes
- Maintain documentation in a timely, thorough and accurate manner
- Follow agency policies and procedures, RCWs, WACs, CARF standards, and other external regulations
- Follow CHS's Code of Ethics
- Perform all other tasks as assigned by the supervisor, manager, or a director that furthers the success of programs and/or the agency

### **MINIMUM REQUIREMENTS**

- Detail oriented with the ability to multi-task
- Proficient with computer tools including Windows operation system; experience with Microsoft products (Outlook Email, Excel, Word, etc.) preferred
- Experience conducting telephone and in-person screenings
- Excellent telephone skills and presentation
- AA degree or equivalent experience
- Previous experience in the behavioral/medical field preferred
- Previous billing experience preferred
- Ability to work independently and cooperatively as part of a team
- Effective written and verbal communication skills
- Ability to get along with others and work effectively with the public
- Commitment to practicing cultural humility, self-reflection, and continued education on Diversity, Equity, Inclusion, and Belonging topics
- Demonstrated ability to successfully work within a diverse cultural setting and provide services through the perspective of cultural humility
- Excellent organizational/administrative skills
- Articulate with the ability to represent the agency in a professional manner
- Comfort and skill with networking
- Commitment to confronting racism, sexism, heterosexism, and other discriminatory practices
- Experience and demonstrated ability to successfully work within a diverse cultural setting and provide culturally competent services
- Prompt and consistent attendance during scheduled working hours
- Able to work with minimum supervision

- Ability to work in an unstructured and unpredictable setting, ability to adapt to change
  - Sense of humor
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CHS is an Equal Opportunity Employer

The mission of the Center for Human Services is to strengthen the community through counseling, education and support to children, youth, adults, and families.

Our Values: Model diversity, equity, & inclusion; provide accessibility; champion collaboration; demand accountability; personify integrity; and have fun.