

## POSITION DESCRIPTION

INCUMBENT \_\_\_\_\_ CSN \_\_\_\_\_

PRESENT CLASSIFICATION Clerk DATE \_\_\_\_\_

DEPARTMENT/DIVISION Psychiatry – Adult Outpatient – Community Support Network

### Function

Under general direction, this position provides varied support to the administrative office and clinic for the Community Support Network (CSN) in the Department of Psychiatry.

### Organizational Relationship

The occupant of this position reports directly to the Department of Psychiatry Director of CSN who reports to the Administrator of the Department of Psychiatry who reports to the Chair of the Department of Psychiatry who reports to the Dean and Provost. In addition, the occupant takes direction from the Chief Clerk with CSN.

### Duties and Responsibilities

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

#### **70% Financial Support**

1. Assists in the organization and inputs Medicaid Rehabilitation Option, non-Medicaid and Home-based ICG billing daily for up to 100 patients through the Illinois Mental Health Collaborative. This duty shall be completed weekly (for the week prior), by close of business on Monday and be based directly from the Case Managers Progress Notes.
2. Assists in gathering and coordinating clinical information necessary for the preparation of the monthly extramural reporting and billing requirements of all client activity. Enters the information electronically and prepares monthly staff productivity reports for CSN Director.
3. Assists in maintaining the filing system for all CSN patient financial files, working closely with the CSN account technician and Chief Clerk.

#### **10% Administrative Office Support**

1. Acts as back-up to the Chief Clerk in maintaining the calendar for the Director of CSN; schedules administrative and academic appointments making changes as needed. Makes arrangements for conferences and meetings, including scheduling rooms and sending meeting notices.
2. Acts as back-up to the Chief Clerk in screening calls and visitors assuring routine inquiries or problems are handled appropriately.

3. Acts as back-up to the Chief Clerk preparing, maintaining and updating daily work activities schedule and notifies CSN faculty and staff of changes and deadlines.
4. Assists the Chief Clerk in processing materials for educational activities including preparation of flyers, mailing brochures, keeping track of registration, assembling handouts, ordering printing, preparing transparencies, and requesting slides.
5. Assists the Chief Clerk in maintaining the filing system for all CSN operational administrative files.
6. Performs related duties as assigned.

### **20% Clinical Support**

1. Assists with receptionist duties including answering patient calls, determining patient needs, coordinating communication between faculty, staff and clients, and assisting clients and their families and agencies to get answers to questions.
2. Assists in preparing new client files and other appropriate documentation and forwards to department medical records. Obtains records for CSN faculty and staff as needed.
3. Assists in placing reminder calls to patients the day before scheduled appointments.

### **Skills and Abilities required for the job**

The person in this position must fully understand the activities of CSN and its programs, policies, and procedures as well as an overall understanding of the Department of Psychiatry and University policies. The person must exercise good judgment, initiative and be able to make corrections in records, perform word processing on a computer. Knowledge and experience utilizing spreadsheet software is desirable. This person must be highly organized, pay close attention to detail and be able to perform a variety of tasks expeditiously amidst a wide variety of distractions. In addition, this person must have excellent people and problem solving skills and be able to work in an environment where there is daily contact with clients who are severely mentally ill. This person should possess fast and accurate typing skills.

### **Responsibility**

This individual will be responsible for continuous initiative in defining the job description responsibility details. CSN faculty and the program director will direct work assignments and work instruction beyond the written job description. It is fully expected that the employee initiate contact with other department members in order to further define and clarify any and all functions of the job. The individual in this position will be required to comply with all statements of confidentiality obligations required by SIU School of Medicine.

### **Personal Contacts**

1. Individual will report directly to the Director of Community Support Network.
2. Individual will have some direction from the Chief Clerk for CSN.
3. Individual will be expected to work harmoniously with other CSN employees.
4. Individual will have daily contact with CSN clients who are severely mentally ill.
5. Individual will have contact with internal SIU SOM employees.

**Working Conditions**

This job is performed in a regular office setting within the Department of Psychiatry located at 901 West Jefferson St., Springfield, IL in the Department of Psychiatry. See attached Physical and Environmental Requirements form.

# PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

## SIU SCHOOL OF MEDICINE

Incumbent: \_\_\_\_\_ Classification: Clerk

Position No. (If applicable): \_\_\_\_\_ Department: Psychiatry Clinic-SMS

**WORK ENVIRONMENT: (Check all applicable environments)**

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom	Occasionally	Frequently	Constantly	N/A
(Indicate frequency of activity during performance of position duties)	(Performed rarely less than 2% of the time)	(Performed less than 25% of the time)	(Performed 26% to 50% of the time)	(Performed 51% or most of the time)	

*(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)*

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Stooping	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Fine hand manipulation *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working at heights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in close quarters	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Climbing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working above shoulder level	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling	5 - 10 lbs.				<input type="radio"/>
Carrying	5 - 10 lbs.				<input type="radio"/>
Lifting	5 - 10 lbs.				<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I understand and agree to the physical and environmental requirements of this position.