



# MI'KMAQ NATION JOB ANNOUNCEMENT



**TITLE:** Behavioral Health Support Assistant

**CLASSIFICATION:** Hourly/Non-Exempt

**IMMEDIATE SUPERVISOR:** Behavioral Health Practice Manager

**SALARY RANGE:** \$16.00-\$22.00 per hour

**SUMMARY OF POSITION:** The Behavioral health Support Assistant is responsible for Patient Registration, Medical Records Support, Office Automation, and clerical support duties in support the care and treatment given to patients who present for behavioral health services. The Support Assistant duties includes: receiving and relaying incoming telephone calls, receiving and directing patients and visitors, answering routine inquiries, assembling patient medical records filing medical results into the medical record, and clerical duties relating to patient care and treatment, e.g. scheduling appointments for patients). The Support Assistant duties such as providing complete and accurate patient data for the behavioral health program. Duties such as the processing of authorized documents, courteous patient contact, and good public relations, thereby enabling for the behavioral health program to provide quality patient care.

**EDUCATION (AND PERTINENT EXPERIENCE):** High School Diploma or GED. An Associates Degree in Medical Office Assistance is preferred. At least two (2) years of experience in Medical Office assistance (primarily with behavioral health preferred). Familiarity with Electronic Health Records a Plus.

**SKILLS/KNOWLEDGE/ABILITIES REQUIRED:** Knowledge of interview techniques, Medical Records and Patient Registration functions, policies and procedures, in order to better refer patient inquiries to the appropriate personnel. Knowledge of ongoing maintenance of patient medical records. Knowledge of the RPMS Patient Registration System, Appointment System and related software packages. Working knowledge of general computer skills including use of a video display terminal and keyboard to interact efficiently and effectively with standard RPMS applications. Knowledge of medical terminology, accepted medical abbreviations, pharmaceutical terms, hospital terms, and medical abstracts. Knowledge of the Privacy Act of 1974, HIPAA and Freedom of Information Act, in regard to the patient's right to confidentiality; and procedures for obtaining authorization for release of information from the patient's medical records. Preference for individuals who have skills related to behavioral health related topics such as providing resources in time of high emotional stress.

***Only individuals with proof of complete COVID-19 vaccination will be considered for hire.***

**The closing date for this position is March 14, 2024 Submit a completed application package, including a cover letter, resume, an application, and copies of certificates/licenses/degrees stated *in your application*. Go to [www.micmac-nsn.gov](http://www.micmac-nsn.gov) to find the job description and job application, or call Beth Diamond at 764-1972 ext. 153 to have an application mailed. This position is subject to FBI, DHHS, and State of Maine background checks.**

**Please send the completed Job Application to the following address or email:**

**Beth Diamond  
Attn: Human Resource Assistant/Office Manager  
Mi'kmaq Nation  
7 Northern Road, Presque Isle, ME 04769  
[bdiamond@micmac-nsn.gov](mailto:bdiamond@micmac-nsn.gov)**

***The Mi'kmaq Nation practices Native Preference to qualified Native Americans in accordance with 25 USC 472, 472 (a) and P.L. 93-638 and is an Equal Opportunity and service provider.***