



Liberty House Job Announcement

Client Services Specialist

Full-time—40 hours

Starting at 18.98/hr

Excellent benefits package

About Liberty House

Liberty House is a nonprofit child advocacy center founded in 1999 and dedicated to supporting children and families facing concerns of abuse, neglect, trauma, and grief. With over 50 employees and three major outward-facing programs (specialty pediatric clinic, mental health program, and prevention education program), we annually reach over 3,500 children and adults each year in Marion and Polk Counties. Our successes lead to vital positive social change, and we are looking for a highly organized, energetic, and passionate person to join our team. Visit www.libertyhousecenter.org.

Client Services Specialist

The Hope & Wellness Client Services Specialist provides administrative and billing support for the Hope & Wellness Program, including reception tasks, reviewing, and submitting authorizations for services, and billing. The Hope & Wellness Client Services Specialist is supervised by the Mental Health Program Director and meets regularly with that person.

Primary Duties

- Receive all incoming referrals from the Clinic and complete Intake Form for any potential client calls coming from outside of Liberty House.
- Verify insurance information, including coverage limits, and determine if the assigned therapist is in the panel.
- Check insurance daily.
- Manage authorizations and PCP communication.
- Review billing claims (including documentation of service) to ensure accuracy prior to submitting billings electronically, via paper when necessary.
- Answer calls to the Hope & Wellness Program and greets all guests.
- Schedule follow-up appointments for clients. Reschedule if the clinician calls in to work.
- Manage multiple databases linked to Access, Court Testimony, and Demographics
- Send engagement letters to clients when asked to do so.
- Copy and put together resource or group packets when necessary.
- Assist clients with completing intake packets, grievance forms, or other paperwork.

- Manage group referrals by maintaining an active database, contacting referrals periodically to apprise them of the next start date for the group, and ensuring any secondary authorizations are complete.
- Review and report hospital admissions to therapists to ensure adequate follow-up.

Other Duties:

- Participate in all Staff and Hope and Wellness Services meetings.
- Participate in quality assurance activities, including meeting with Program Director and handing out survey forms to clients during the appropriate time.
- Perform other duties as assigned.

Qualifications:

Required Education and Experience:

- College education preferred.
- One year of medical/mental health billing experience preferred; training provided.
- Two years of administrative assistant experience in the mental health field

Other Qualifications:

- Excellent verbal and written communication skills; able to read and write English.
- Bilingual (Spanish) preferred.
- Ability to work effectively in complicated situations.
- Excellent time management capabilities.
- Ability to work collaboratively with team members.
- Ability to hear information that may be difficult; be sensitive to trauma.
- Pass criminal background, a sex offender registration, and child abuse registry check.

To Apply

Please email a cover letter, application, and resume to HR@libertyhousecenter.org
Attn. Kaute Harrington

This recruitment will remain open until filled.

Liberty House is an Equal Opportunity Employer. Liberty House does not discriminate on the basis of race, color, religion, gender, gender identity, sexual orientation, disability, national or ethnic origin, or other legally protected status. Women, people of color, people with disabilities, and LGBTQ candidates are encouraged to apply.

Effective October 18th, 2021 Liberty House will require all employees and new hires to be vaccinated against COVID-19, unless they qualify for an approved medical and/or religious exemption.