



## **Liberty House Job Announcement**

Support Services Specialist

Full-time—40 hours

Starting at 19.36/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](http://www.libertyhousecenter.org).

### **Support Services Specialist**

This position is the first point of contact for both English and non-English-speaking patients, families, and visitors at Liberty House; because of this, bilingual English/Spanish-speaking Support Services Specialists are preferred, although not required. The Support Services Specialist provides administrative support for all departments; clinic, hope and wellness, and admin, including reception tasks, reviewing, and submitting authorization for services and greeting patients and their families arriving for appointments. Additional job duties include answering and routing phone calls, data entry, creating patient charts, and preparing the family waiting rooms for the next patient. The Support Service specialist is position is supervised by the Chief of Clinical Operations and meets regularly with that person.

### **Basic Functions and Responsibilities of the Position:**

#### ***Assisting Patients and their Families:***

- Greet patients and their families in their primary language whenever possible.
- Facilitate patient check-in and insurance verification done daily.
- Verify insurance information, including coverage limits and determine if assigned therapist is in panel (if working in Hope and Wellness).
- Keep the reception area and waiting room tidy and organized.
- Assist with play care as needed.
- Complete and submit applications for Crime Victims' Compensation.

#### ***Assisting the Clinical Team:***

- Answer and route incoming calls to all clinic staff.

- Assist with Quality Assurance for fee tickets.
- Interpret child abuse examinations and interview records and complete the fee ticket.
- Verification of insurance eligibility on patients
- Enter new patient information in the database.
- Create new patient charts in electronic health records.

***General Office Duties:***

- Perform office opening and closing duties.
- Answer and route incoming calls to administrative and development staff.
- Keep the central work area tidy and organized.
- Process outgoing and incoming mail and faxes.
- Perform general office clerical duties.
- Answer calls to the Hope & Wellness Program and greet all guests.
- Schedule follow-up appointments for clients. Reschedule if 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 via maintaining an active database, contacting referrals periodically to apprise of next start date for group, and ensuring any secondary authorizations are complete (mental health department assignment).
- Review and report hospital admissions to therapist (mental health department assignment) to ensure adequate follow-up.
- Receive all incoming referrals from the Clinic and complete Intake Form for any potential client calls coming from outside of Liberty House (mental health department assignment).
- 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 (mental health department assignment).
- Perform other duties as assigned.

**Qualifications:**

**Required Education and Experience:**

- High school diploma or GED.
- At least one year of experience performing general office duties.

- Experience using standard office software applications (e.g., Word, Excel, Outlook).

**Other Qualifications:**

- Good written and verbal communication skills and ability to read and write English.
- Warm and professional demeanor.
- Organized and detail oriented.
- Dependable and punctual.
- Able to maintain composure when working under stressful conditions.
- Able to produce accurate work.
- Able to prioritize workload.
- Able to follow directions and use good judgment.
- Able to interact with the public in a tactful, courteous, and pleasant manner.

**To Apply**

Please email a cover letter, application, and resume to [HR@libertyhousecenter.org](mailto: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.