

[Rawles Psychological Services](#) is a growing, high volume mental health private practice. Our mission is “to initiate and achieve from a trauma informed, social justice perspective on an individual and community level, healing and empowerment among vulnerable populations, locally, nationally and abroad”. We are seeking an empathetic, service-minded and skilled mental health office receptionist who will be passionate in helping us fulfill this mission and looking for an opportunity to grow and expand with our company.

Position: Mental Health Office Receptionist

Job Purpose

Perform duties using specific knowledge of medical/mental health terminology and hospital, clinic, or laboratory procedures. Duties will include scheduling appointments, and compiling and recording medical charts, reports, and correspondence for mental health private practice.

Tasks

- Answer telephones and direct calls to appropriate staff.
- Schedule and confirm client’s psychotherapy and medication management appointments.
- Operate office equipment, such as voice mail messaging systems, and use word processing, spreadsheet, or other software applications to prepare reports, invoices, financial statements, letters, case histories, or medical records.
- Maintain medical records, technical library, or correspondence files.
- Greet clients and visitors, ascertain purpose of visit, and direct them to appropriate staff.
- Compile and record medical charts, reports, or correspondence, using computer.
- Receive and route messages or documents, such as request for records, laboratory results, to appropriate staff.
- Transmit correspondence or medical records by mail, e-mail, or fax.
- Interview clients to complete documents, case histories, or forms, such as intake, release of information or insurance forms.

Required Skills/Qualities

- Customer and Personal Qualities; empathy, patience, professionalism, enthusiasm
- English Language
- Clerical
- Computers and Electronic Health Record proficiency
- Administration and Management

Education and Experience

- Years of Experience- 3 in high volume mental health clinic, agency, private practice, and/or hospital
- Education: Associates Degree and/or certification in Business administration, Medical Administrative Assistant, Clerical, healthcare administration or other related field

Job Type: Full-Time

Pay: \$11.00 – 18.00 per hour

Please send resume, cover letter and list of 2 professional and 1 personal reference to applicantsrps@gmail.com.

Accepting applications until position is filled.

COVID-19 considerations: All customers and clients required to wear masks, COVID prescreening is conducted. Also, telehealth is being utilized for appointments. Onsite access to clients is limited. All surfaces sanitized and cleaned.