



Job Description: Med Management Intake Specialist (Part-Time)

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 seek an empathetic, service-minded, and skilled Med Management Intake Specialist. Our RPS clients/patients have a broad age range and acuity and include a wide geographical area, including Virginia Beach, Hampton, Newport News, Chesapeake, Norfolk, Portsmouth, Virginia, and some parts of Northeastern North Carolina.

Job Summary:

The Med Management Intake Specialist is responsible for excellent handling of inbound telephone customer service to clients /patients for a thriving mental health practice. Duties include taking medication refill requests, providing general information, and answering general questions about the medical management process at RPS. Additional responsibilities will include receiving and delivering telephone messages to appropriate Med Management clinical/treatment staff and directing calls to appropriate RPS administrative staff. The Med Management Intake Specialist will provide such services onsite in a collaborative group environment, serving behavioral health clients in greater Hampton Roads, Virginia. The ideal candidate will have strong customer service skills, be able to work independently and as part of a team, and with behavioral or mental health patients.

This opportunity is perfect for college students looking to earn income and experience during school, retirees looking to stay active or engaged, and flexible hours for parents returning to work from a break or military spouses, a great way to stay connected to the workforce while your spouse is deployed.

Essential Duties and Responsibilities:

- Maintain patient confidentiality and strict HIPPA protocols & RPS policies and procedures
- Answer telephones and direct or reroute calls to the appropriate staff
- Complete Med Management Intake Forms using Word Processing or other software applications
- Receive and route messages to appropriate staff
- Operate office equipment, such as voice mail messaging systems
- Transmit correspondence by office mail or e-mail

Qualifications

- High-school diploma or equivalent
- 1 – 2 years of work or personal experience in customer service, preferably in a patient care setting
- Strong, personable customer service skills
- Ability to work independently and as part of a team
- Clerical skills and familiarity with Microsoft Office Suite
- Experience with mental health or medical terminology is a plus

Work Schedule

- This opportunity is a 100% Onsite position
- 4-hour Shift (Part-time)
- Monday – Thursday - business hours only
- No Fridays, No Nights, No weekends, or holidays

Salary: \$12.00 per hour

Work Location: Greenbrier Area – Chesapeake, VA

Directions: Submit Resume (required) & Cover Letter(optional): Ms. Jora Odom @ jodom@rawlesassoc.com