

	JOB TITLE:	Crisis Screener/Master Scheduling Specialist	DEPARTMENT/GROUP:	Access
			REPORTS TO:	Manager of Access & Analytics
	LOCATION:	Albuquerque, NM	POSITION TYPE:	Full-Time
	LEVEL/SALARY RANGE:	Min-\$37,024.00 to Mid-\$43,557.65 Depending on Experience	DATE POSTED:	5/14/2021
	CONTACT:	centrosavilajobs@centrosavila.com	END DATE:	5/21/2021
	JOB DESCRIPTION:			
ROLE AND RESPONSIBILITIES	<p>Centro Sávila is seeking a Crisis Screener/Master Scheduling Specialist. The position provides assistance over the phone through a client centered trauma informed lenses. Gathers relevant information from each caller to link the caller to the appropriate level of support when in crisis and /or in need of case management support. Under the supervision of the Manager of Access and Analytics and in conjunction with the Clinical Director at Centro Savila, the Specialist will be responsible for data entry of Clinician and Case manager schedules into EMR Scheduling platform.</p> <ul style="list-style-type: none"> • Screening- Through scripting listens for crisis calls. The initial screenings that take place over the phone. Every client is asked about the nature of their call, and screen for appropriate services. • Schedules- Receives and coordinate assigned schedules; enter schedules as required; create daily agency schedules using current system. • Change Requests- Receive and enter approved leave and change requests and make changes to the existing schedule; edit master department schedule and template in EMR Platform. • Customer Service- Identify clients affected by changes to existing templates; communicate on bumped appointments, cancelations, and assist with rescheduling. • Master Schedule- Responsible for the accuracy of the Master Agency schedule templates and daily agency schedule. • Records- Maintain records of provider leave absences and any change requests to the master schedule template • Expertise- Serve as technical expert on system functions; provide pertinent in-services/training for agency staff. • Phones- Perform a variety of customer service tasks such as; appointment-scheduling answering telephones, intake/registration of clients, collecting co-pays and down payments. • Development- Enhance professional growth and development through participation in educational programs, reading current literature, attending in-services, meetings and workshops. 			
QUALIFICATIONS AND REQUIREMENTS	<ul style="list-style-type: none"> • Minimum of 3 years' direct experience with operating phones and a scheduling system in a healthcare setting (preferably Mental Health) • Clear understanding of confidentiality and strong sense of professionalism. • Strong organizational skills. • Excellent time management skills and ability to multi-task and prioritize work. • Attention to detail and problem-solving skills. • Bilingual (Spanish/English) preferred. 			
COVER LETTER AND RESUME	Submit cover letter and resume to centrosavilajob@centrosavila.com			