



TELEPSYCHIATRY COORDINATOR / PSYCHIATRIC SPECIALIST **FAMILY SERVICES CLINIC IN COLUMBIA, SC**

Full time position available in the Columbia Family Services clinic, in Columbia, SC and will report to the Director of Community-Based Services or designee. SCYAP offers the opportunity to work with and make a difference in the lives of vulnerable, at-risk children and adolescents across the state of South Carolina.

South Carolina Youth Advocate Program (SCYAP) is a youth and family serving organization seeking a Telepsychiatry Coordinator / Psychiatric Specialist to support its growing family mental health services clinic in Columbia, SC. Candidates should have a history of working in the healthcare/healthcare administration field, and possess strong organizational, customer service and people management skills. He or she will be responsible for the operations and administration of a telehealth program and services statewide, and will manage coordination and communication between multiple sites and providers to ensure quality service delivery. Further duties include but will not be limited to: developing and implementing operational protocols; scheduling telemedicine consultations and verifying appointments; developing treatment plan reviews for psychiatry patients; following up on referral statuses and ongoing need for services; providing communication with referral sources and/or families to limit no shows and to increase compliance with scheduled appointments; tracking required authorization of service forms; liaising with billing department to ensure appropriate insurance authorizations and collections of insurance copays as well as appropriate service invoicing; maintaining medical record information.

A Telepsychiatry Coordinator / Psychiatric Specialist must have the ability to understand the goals of the practice and work to obtain these goals both independently and with the direction of SCYAP Management. The individual in this role will be self-directed, making continuous efforts to stay current of any changes in the behavioral health and child welfare fields that may impact the clinic; these changes include regulation changes as well as new technology that may enhance clinic operations. Strong business management, as well as customer service skills are imperative to this role with the ability to relate well to patients, clinicians, employees, and other professionals. In addition, this candidate must have the ability to remain calm and exhibit tact in stressful and/or delicate situations, and must have the ability to handle confidential issues with discretion.

Position Requirements:

- Minimum of a Bachelors Degree from an accredited college or university with a minimum of two (2) years of experience in the area of healthcare or child welfare administration; Bachelor's or Master's Degree in business or human services preferred
- Knowledge of and/or ability to learn contractual standards, Medicaid standards, accreditation standards, insurance requirements and program specific policies and procedures
- Able to effectively manage schedules of multiple providers while acting as liaison with various referral sources
- Strong organizational, customer service, and interpersonal/people management skills
- Proficient in Microsoft Office, data management systems, and electronic medical records (EMR)

For consideration e-mail resume to:

South Carolina Youth Advocate Program

Attn: A. Roddy/State HR E-mail: aroddy@scyap.com

Please indicate position in subject line. No phone calls please.