



LEAD PRACTICE ASSOCIATE OUTPATIENT BEHAVIORAL CLINIC IN COLUMBIA, SC

South Carolina Youth Advocate Program (SCYAP) is a youth and family serving organization seeking a Practice Associate to provide administrative support for our growing Family Services Outpatient Mental Health Clinic in Columbia, SC. In addition to strong organizational, customer service, and people management skills, this candidate should have a passion for working with at-risk and vulnerable children and families. He or she will be responsible for elements of operations and administrative tasks that help facilitate the provision of mental and behavioral health services.

A Practice Associate must understand the goals of SCYAP, and be eager to work both as a team and independently as a part of our overarching mission. Strong customer relations 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. Responsibilities will include, but may not be limited to: training, supporting, and monitoring clinical and administrative staff in the management of client schedules, documentation submission, and administrative duties; providing oversight and supervision of clinic appointments and maintaining office assignments/schedules for clinic staff; ensuring office coverage; liaising with the billing department and assisting with billing functions; generating, collecting, and processing admission/referral correspondence and documentation and required patient file information on referrals; conferring documentation and information with admissions, intake, and utilization review staff; developing and implementing office policies and procedures; managing clinic office space, including ordering and maintaining offices supplies and equipment; providing follow-up and follow through communication to referral source and/or families on status of referrals and ongoing need for services; providing communication with referral sources and/or families to limit no shows and increase compliance with scheduled appointments.

Position Requirements:

- Minimum of a High School Diploma or equivalent; Associate's or Bachelor's Degree preferred
- Minimum of two (2) years of experience in the area of healthcare or child welfare administration
- Able to effectively manage schedules of multiple providers while acting as liaison with various referral sources
- Strong organizational, customer service and people management skills
- Proficient in Microsoft Office, data management systems, and electronic medical records (EMR)

**For consideration, please email resume to: aroddy@scyap.com
South Carolina Youth Advocate Program, 140 Stoneridge Drive, Suite 350, Columbia, SC 29210,
Attn: Human Resources Department/ALR**

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