



ST GERARD
HOUSE

Caroline Long, M.A.
CHIEF EXECUTIVE OFFICER

Rachael Cushing Cook, M.A., LPA, BCBA
CHIEF CLINICAL OFFICER

620 Oakland Street • Hendersonville, NC 28791
828.693.4223 • www.stgerardhouse.org

Helping to Navigate the Complex Course of Autism • Home of the Grotto School

St. Gerard House Job Description Client Access Specialist

Job Overview: Collaborate with Client Access Director and the SGH administrative team on new client services, family support, data management and administrative responsibilities.

Reports to: Client Access Director

Supervising Duties: none

Work Schedule: Monday - Friday; 8:00 am - 5:00pm

Employee Classification: Hourly, non-exempt, 40 hours per week

Qualifications: Clear and effective oral communication skills, excellent writing skills, ability to meet deadlines, resilient, strong time management and organizational skills and well developed attention to details. Experience in client intake and data management is a plus.

Essential Responsibilities: The primary duties of the position include the following:

- Contact point for new families. Takes calls from prospective families and maintains an accurate log / report of each new inquiry that is received.
- Supports the Client Access and Insurance billing departments with the client onboarding process.
- Completes client renewal paperwork for all clients on an annual basis and as needed in order to keep all packets up to date.
- Collaborates with the billing department on internal audits, benefits verification and obtaining service orders on an ongoing basis.
- Performs administrative duties in support of the department, such as scheduling consults, filing, data entry and creating / maintaining waiting list / current client files.
- Manages the Electronic Health Records for all clients, maintaining them up to date and accurate in Central Reach.
- Maintains accurate and current reports of numbers served through SGH programs.
- Assists Client Access and Development department with events throughout the year, including but not limited to fundraisers, volunteer fairs and other activities.
- Facilitates communication between families and the finance department as needed in regards to scholarship and other applications. Creates and maintains calendars, spreadsheets and other tracking documents as needed in support of the department. Actively communicates with other departments to facilitate timely access and execution of services.
- Uphold all SGH Values and follow the center's policies and procedures.
- Other duties as assigned

Qualifications:

- High school diploma or equivalent.
- Experience working in a professional office (at least 2 years).
- Demonstrated excellent customer service and communication skills
- Bilingual (English and Spanish) is a plus.

Summary of Physical Requirements:

- Walking, sitting, standing, bending, reaching, twisting
- Requires, crouching/squatting, kneeling
- Hand/finger dexterity and writing

Knowledge, Skills & Abilities:

- Knowledge of HIPAA privacy policies
- Excellent organization and multitasking skills
- Proficient in Google Suite and Microsoft Office.
- Excellent written, oral, and collaborative communication skills
- Excellent attention to detail and accuracy
- Ability to work independently with minimum supervision
- Ability to work under pressure to meet deadlines
- Ability to engage with families that are experiencing stress and hardship in a compassionate and professional manner
- Ability to coordinate and follow through on projects
- Ability to interact with various departments throughout the organization
- Ability to plan, prioritize and coordinate daily tasks