



Employment Opportunity

Administrative Assistant

Full-Time

Rainbow Heights Club (RHC) is a non-profit psychosocial support and advocacy program serving lesbian, gay, bisexual and transgender adults living with major mental illness. We are currently seeking applicants for full-time Administrative Assistant position. Rainbow Heights Club is located in downtown Brooklyn. Please visit our website - www.rainbowheights.org - for more information about our services and programs.

RHC has served over 780 members, and has a staff of 15, including a psychologist, a social worker, peer specialists, peer specialist interns and volunteers. Our clients are lesbians, gay men, bisexual and transgender adult individuals who are living with schizophrenia, schizoaffective disorder, major depression, bipolar disorder, anxiety disorders, mental retardation, developmental disability, and substance and alcohol use issues. Our work is extremely effective: 95% of the people who come to Rainbow Heights Club remain free of psychiatric hospitalization each year. We are seeking outstanding, motivated, knowledgeable, energetic, charismatic, and experienced people to help us expand our administrative team.

Position Description:

With the recent addition of Medicaid billable Home and Community Based Services (HCBS), the agency is seeking to strengthen its administrative capacity related to a fee for service delivery model. The successful candidate will be a self-starter with previous experience in a Medicaid managed care environment who can demonstrate the ability to multi-task, has excellent communication skills and an upbeat attitude. While a core responsibility of the position will be Medicaid revenue management, candidates must be able assist management by handling many basic office tasks, providing polite and professional assistance via phone, mail, and e-mail, and generally being a helpful and positive presence in the workplace.

Reporting to the Director of HCBS & Contract Services, and working with the Director of Peer Services, to be successful as an Administrative Assistant, candidates should be professional, polite, and attentive while also being accurate. They should always be prepared and responsive, willing to meet each challenge directly. Administrative Assistants must be comfortable with computers, general office tasks, and excel at both verbal and written communication. Most importantly, Administrative Assistants should have a genuine desire to meet the needs of others as reflected in the mission of the agency.

Please Note: While the agency will provide training on the AWARDS Electronic Health Records software to the successful candidate, it is highly desirable that candidates have previous experience working in a medical/Medicaid billing environment where EHR Software was used.

The following are requirements for the position:

- High School Diploma or GED required. Some affiliated certifications and/or degree preferred.
- Prior administrative/office management experience is required. Preference will be given to candidates with at least three years' experience in not for profit or health and human services administration billing claims processing sector.
- Proficiency with Microsoft Office software.

Core Job Responsibilities:

- Working with the Director of HCBS and Contract Services, manage the Medicaid billable revenue cycle by creating reconciliation reports and following up on claims that are not paid or partially paid with Medicaid managed care organizations.
- Train new staff and interns on the required operations within AWARDS EHR (Electronic Health Records software)
- Enter program and client level attendance and participation data into the EHR and create reports as needed for distribution to funders and Board.
- Update monthly and quarterly reports on deliverables and services as directed
- Maintain and reconcile petty cash reports and time sheets
- Other tasks as assigned including copying and filing

Rainbow Heights Club is a project of Heights Hill Mental Health Service South Beach Psychiatric Center Community Advisory Board, Inc., which is an equal opportunity employer. We actively encourage applications from LGBTQ+ people, people living with disabilities, and people from marginalized groups. People who can speak both English and Spanish are encouraged to apply. Please email your application with cover letter to jobs@rainbowheights.org. No phone calls please.