



Poudre School District

HUMAN RESOURCES DEPARTMENT JOB DESCRIPTION

Job Title: **Employee Assistance Services (EAS) Specialist** FLSA Status: **Non-Exempt**
 Job Family: **Support Services Administrative** Pay Range: **SS55H**
 Prepared/Revised Date: **April 2, 2018** Job Code: **50610**

SUMMARY: Responsible for a diverse, high level scope of administrative, program, and client-based services with the Employee Assistance Services (EAS) program. Adjudicate mental health/substance abuse claims; assist in the development and management of the district's mental health/substance abuse benefits plan through software design and data driven targeted interventions; perform complex statistical and financial reporting; contract with and credential community mental health providers; create and monitor program budget; serve as a resource to EAS staff, community providers and clients for mental health/substance abuse and Employee Health and Wellness program coordination; serve as primary contact for PSD community members as related to mental health/substance abuse benefits, including crisis triage, intake, client charting, and scheduling appointments and meetings. Provide executive level clerical functions in support of EAS program, program manager, and staff clinicians; and provide and/or coordinate technical support services. Highest level of confidentiality and HIPPA compliance required.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Description of Job Tasks	Frequency	% of Time
	Daily = D Weekly = W Monthly = M Quarterly = Q Annually = A	On an annual basis, e.g. 10 hours of a 40 hour work week = 10/40 = 25%
1. Provide intake and crisis triage, charting, appointment scheduling, referral authorizations, and benefits and eligibility coordination for health care facilities/professionals. Answer phones, greet clients and visitors, and provide mental health/substance abuse benefit and program information to stakeholders, including employees, Third Party Administrators (TPA), vendors, community mental health/substance abuse professionals and facilities, etc.	D	25%
2. Adjudicate inpatient and outpatient mental health/substance abuse claims; process and disburse employee expense reimbursements and other accounts payable as required.	D	20%
3. Create, edit and maintain electronic and paper mental health/substance abuse medical records.	D	15%
4. Provide administrative, operational, and clerical support to EAS manager and staff by initiating, composing, and editing correspondence, memos, newsletters, forms, and minutes; monitor absence and leave time requests, entries and reporting.	D	10%
5. Coordinate benefits with medical TPA and other outside vendors as related to the administration of mental health/substance abuse benefit plan. Develop and maintain strong relationships with medical TPA, community health professionals and facilities, and other related vendors.	D	5%
6. Attend work and arrive in a timely manner.	D	1%
7. Develop and manage comprehensive clinical database; create and maintain complex statistical and financial reports and graphs; and coordinate and perform data exchange services with internal/external partners. Administer and maintain preferred provider network contracts and credentialing.	M	10%
8. Create, reconcile, and monitor department budget and related reports.	M	5%



9. Provide IT support and coordination to EAS staff, as well as ongoing development, implementation, and maintenance of customized managed care software; manage EAS website and track asset management. Support, maintain, and coordinate all office equipment needs including phone system, copier, fax, district cell phones, laptops, peripherals, etc. Maintain inventory for general office and specific EAS program needs, including supplies, clinical resources and forms, and marketing and promotional materials; maintain subscriptions and professional membership dues and fees; and process purchase orders and warehouse orders, including P-card transactions and reconciliations.	M	3%
10. Create, maintain, and distribute custom management tools and forms in accordance and compliance with the EAS program, PSD health plan, and federal and state regulations.	M	2%
11. Arrange, participate and/or represent EAS in community and district-related committees, meetings, and conferences.	M	1%
12. Monitor federal and state regulations for adherence to HIPPA, Parity, and other mental health/substance abuse health care related mandates.	M	1%
13. Assist EAS manager in development and implementation of the mental health/substance abuse health plan design and EAS policies and procedures.	M	1%
14. Perform other duties as assigned.	Ongoing	1%
	TOTAL=	100%

EDUCATION AND RELATED WORK EXPERIENCE:

- Associate’s degree or two-year college certificate in related field, as well as specialized technical courses in medical billing and records administration, crisis triage, workplace wellness, and bookkeeping
- More than three years and up to and including five years of progressively related experience
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- Valid Colorado driver’s license
- CPR and First Aid certifications within three months of hire
- Colorado Notary Public within three months of hire

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Mental health crisis triage
- Knowledge of and strict adherence to highest level of state and federal confidentiality laws and HIPAA regulations
- Knowledge of health insurance administration, benefit plan design, medical records, and claim administration, including DSM, ICD, CPT, REV and HCPCS coding
- Website development and maintenance skills
- Bookkeeping and math skills
- Attention to detail and accuracy required
- Customer service skills
- Independent thinking/analysis skills
- Ability to be self-directed/independent
- Interpersonal relationship skills
- Oral and written communication skills
- English language skills
- Critical thinking and problem-solving skills
- Ability to maintain confidentiality in all aspects of the job
- Ability to manage multiple priorities
- Ability to manage multiple tasks with frequent interruptions
- Ability to diffuse and manage volatile and stressful situations
- Ability to be part of/work with a team



- Ability to work with students, staff and community
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, Superintendent policies, and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals
- Operating knowledge of and advanced experience with Microsoft Office Professional (Word, Excel, PowerPoint, Access, Outlook, and/or other department software packages)

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Direct reports:	This job has no direct supervisory responsibilities.	

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		x		
Walk		x		
Sit				x
Use hands to finger, handle or feed				x
Reach with hands and arms				x
Climb or balance	x			
Stoop, kneel, crouch, or crawl		x		
Talk				x
Hear				x
Taste	x			
Smell	x			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		x		
Up to 25 pounds	x			
Up to 50 pounds	x			
Up to 100 pounds	x			
More than 100 pounds	x			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare			x	
Analyze			x	
Communicate				x
Copy			x	
Coordinate				x
Instruct			x	



MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compute			x	
Synthesize			x	
Evaluate			x	
Interpersonal Skills				x
Compile			x	
Negotiate	x			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	x			
Work near moving mechanical parts	x			
Work in high, precarious places	x			
Fumes or airborne particles	x			
Toxic or caustic chemicals	x			
Outdoor weather conditions	x			
Extreme cold (non-weather)	x			
Extreme heat (non-weather)	x			
Risk of electrical shock	x			
Work with explosives	x			
Risk of radiation	x			
Vibration	x			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	x
Distance vision (clear vision at 20 feet or more)	x
Color vision (ability to identify and distinguish colors)	x
Peripheral vision	x
Depth perception	x
Ability to adjust focus	x

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	x
Moderate	
Loud	
Very Loud	