

Van Buren Community Mental Health

EMPLOYMENT OPPORTUNITY

Effective: March 21, 2024

Title: Customer Relations Specialist

Position Number: A130110

Program: Recipient Rights Office	Salary Range: \$41,962 - \$57,904 per year	Status: Regular Full Time; 37.5 hrs/wk
Benefit Eligible: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Office Location: Hartford	Union Eligible: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Basic Responsibilities:

Works closely with the Recipient Rights Director and Customer Services office to coordinate responses to customer concerns. Gathers and tracks data, prepares customer notices, and conducts reviews related to Rights and Customer Service functions. Assists with coordinating documentation required to establish services via County of Financial Responsibility (COFR) agreements, under the direction of the Clinical Services Coordinator. Requires frequent travel throughout county to perform provider site reviews. Exercises discretion and uses appropriate, independent judgment on matters pertaining to essential functions.

Summary of Required Qualifications:

- High school diploma or GED to accurately complete essential functions.
- Ability to effectively utilize a variety of computer programs to do data and word processing, correctly format, edit and proofread documents, track data, and produce necessary reports.
- Ability to communicate effectively to facilitate office functions and customer interactions. This includes ability to communicate appropriately with persons who might be upset or who may have communication difficulties.
- Demonstrated ability to organize time and materials and to produce quality work in a time-limited situation.
- Ability to complete State of Michigan Recipient Rights training and certification within 6 months of hire and complete on-going training to serve as Recipient Rights Advisor.
- Knowledge of Federal and State regulations and policies as they affect customer services and recipient rights, desired.

Summary of Essential Job Functions:

- Acts as Recipient Rights Advisor and initial contact for calls and inquiries related to Recipient Rights and Customer Services.
- Processes, documents, and maintains databases related to customer inquiries, grievances, and appeals. Promotes the resolution of customer concerns, as well as supports and enhances the overall goal of improving quality of care in partnership with the Clinical Services Coordinator.
- Assists in gathering information and documents to complete a rights investigation or process a grievance or appeal.
- Maintain database of substantiated rights violations in order to respond to provider background check inquiries.
- Maintains recordkeeping system for Incident Reports to support reporting capabilities and identification of areas for improvement.
- Completes required Recipient Rights provider site reviews, as assigned.
- Provides, tracks and documents training and education to employees and contract providers regarding the rights of recipients, staff and provider responsibilities, and reporting requirements.
- Assists to ensure that Adverse Benefit Determination Notices are completed in compliance with standards.
- Assists to ensure all standards for Recipient Rights and Customer Services are met. Maintains records and prepares accurate and timely reports, as assigned.
- Coordinates needed documentation with VBCMh staff and external partners to establish services under COFR.

To apply, submit your cover letter & resume to the HR Office by 5pm on 4/05/24:

Christine Schlabaugh, Personnel Specialist, cschlabaugh@vbcmh.com
Human Resources Office, PO Box 249, Paw Paw, MI 49079

Equal Opportunity Employer

Approved by:

Debra Hess, CEO

