The Tunica-Biloxi Tribe of Louisiana is currently seeking qualified candidates for the position of Intake Specialist. This position will assist and screen patients seeking services, treatment, and support at the Tunica-Biloxi Health Center. The Intake Specialist will also provide general administrative and clinical support under the supervision of the Director of Health Services.

**Essential Duties and Responsibilities:**

- Greets guests and patients in a friendly and professional manner.
- Coordinates the intake process, including assistance completing patient forms and requesting additional information if needed.
- Verifies and processes new patient information and documentation.
- Provides office and administrative support (including data entry, filing, and the management of incoming and outgoing mail).
- Screens incoming patients and members for program eligibility and services, including Indian Health Services, Medicaid, Medicare, Third-Party, and other Tribal Government programs.
- Maintains strict patient confidentiality pursuant to HIPAA privacy practices and applicable federal law.
- Performs routine outreach calls to patients for appointment reminders, community events, and other general inquiries.
- Maintains a tracking system for contacts, screening information, dispositions, and requests for services.
- Assists in the development of outreach projects and participates in community events.
- Performs additional duties as assigned by the Director of Health Services.

**Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies:

- Must possess excellent interpersonal and communication skills.
- Highly skilled in prioritizing tasks, handling multiple assignments, and meeting deadlines in a fast-paced environment.
- Strong organizational and administrative skills.
• Willingness and the ability to adapt to change.
• Ability to work cooperatively and productively with others to achieve results.
• Gathers and interprets information skillfully.
• Knowledge of broad medical terminology.
• Must be people-oriented and relate well to people from diverse backgrounds.
• Ability to maintain patient confidentiality.
• Must have cultural sensitivity and be able to incorporate Native American community values in the health care process.

Qualifications:

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.

• Must be able to work in a fast-paced work environment
• Manage multiple task and competing priorities
• Ability to manage others, delegate responsibility and provide support
• Must possess excellent leadership qualities and management capabilities
• Excellent technical verbal and written communication skills and proven expertise in dealing with user problems and vendor relationships.
• Must be willing to work irregular hours

Education and Experience:

• Must possess a high school diploma or GED.

Certificates and Licenses:

• Must possess valid driver’s license, good driving record, and be insurable by the Tribe’s insurance carrier.
• Must successfully pass a criminal background check

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.
Physical Demands:

The physical demands described here 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. Must be able to stand and walk for up to 8 hours per day; talk, hear, stoop, bend, kneel and climb; position may require lifting up to 10lbs.

This is not an exhaustive list of all duties and responsibilities associated with it. The Tunica Biloxi Tribe of Louisiana reserves the right to amend and change responsibilities to meet business and organizational needs.

PREFERENCE WILL BE GIVEN TO QUALIFIED NATIVE AMERICAN INDIANS

SELECTION PROCESS:
All Tunica-Biloxi Tribal positions are competitive. All employment applications and supportive employment material will be evaluated based on the relevance of the applicant's qualifications and experience as it applies to this position. Applicant's who demonstrate that they meet the minimum qualifications and experience most relevant to this position will be considered qualified and be eligible for an interview.

Complete tribal employment applications and resumes will be accepted until the closing date of the posting. Applications and resumes received after the closing date will not be considered for the position.

REQUIRED EMPLOYMENT APPLICATION PACKET MATERIAL:
- Tribal employment application that is complete and provides all information requested; or
- Cover letter explaining your qualifications and experience relevant to the functions of this position; and
- Personal resume identifying your qualifications and experience relevant to the functions of this position.

Qualified Native Americans will be given preference in employment as required by the Indian Self-Determination and Education Assistance Act (25 U.S. 450, ET. Seq) including other relevant laws. In accordance with Title VII of the 1984 Civil Rights Act, Sections 701(b) and 703(1), preference in filling all vacancies may be given to qualified American Indian candidates. In other than the proceeding situations, the Tunica-Biloxi Tribe is an Equal Opportunity Employer (EOE); Tribal and/or Indian preference applicable in accordance with Title XX of the Tribal Code of the Tunica-Biloxi Tribe of Louisiana.

To apply for this position, interested candidates must submit their completed application, or cover letter and resume to:

Tunica-Biloxi Tribe of Louisiana
Attn: Human Resources
150 Melacon Rd.
Marksville, La. 71351
OR
HR@tunica.org