



Come join us as we work together to fulfill our mission: serving the community in our Healing Together model of care!

Job Title: Office Specialist

Hourly Range: \$17-\$20

Hamm Clinic is seeing a full-time Office Specialist at our St. Paul office. This professional is the first point of contact for clients in a mission-driven non-profit organization that provides clinical care for adult clients throughout their lifespan. Hamm Clinic is a Rule 29 community mental health center that offers Psychiatry, Psychological Testing, and Individual, Couples, Group and Family Therapy modalities.

Hamm's mission is to provide integrated and culturally responsive mental health assessment and treatment particularly to those who cannot afford the full cost of care. As a leader in Minnesota for effective mental health care, Hamm conducts high quality research on treatment outcomes, as well as organizes much sought-after clinical training and education for residents, interns, fellows and mental health providers at large.

The Office Specialist is responsible for greeting clients, scheduling appointments, answering phones, and collecting, registering, and updating client information. This position also includes various administrative duties as required: release of information, clerical support, and processing client payments. This position reports to the Office Manager and is a 40 hour per week position. The hours for this position are 7:30am-4:pm weekdays.

Diversity and Equity Vision Statement: Hamm Clinic places the highest value on the dignity and worth of all people. We are committed to providing accessible, equitable, culturally responsive, and trauma-informed care to all who seek Hamm services.

Primary Responsibilities specific to the position:

- Answering a multi-line phone system.
- Forwarding messages/voicemails to appropriate party.
- Responsible for client/patient scheduling.
- Maintain/Create administrative forms and sheets using Microsoft Office.
- Maintain patient records using Electronic Health Records (EHR).
- Receive payments and reconcile cash.
- Complete RFS (Referral for Services) and partake in Intake Process for new patient scheduling.
- Comply and adhere to HIPAA guidelines.
- Operate office equipment: Postage Equipment, faxing, scanning.
- Performs all other duties as assigned by Office Manager.

Education and Licensure:

- High School Diploma
- 2-3 years clerical experience
- Working knowledge of computers, electronic health records, and Microsoft Office



Knowledge, Skills and Abilities:

- Demonstrated ability to manage projects and work independently
- Ability to multi-task and work under the pressure of deadlines
- Integration of trauma informed culturally responsive, anti-oppressive practice into office work
- Intersectional lens, cultural humility, and awareness of own areas of privilege
- Appreciate and participate in a positive, passionate work culture
- Experience working in an office setting including answering multi-line phone system
- Experience working with under-served, underrepresented, and marginalized populations
- Bilingual preferred
- Comfortable in a multi-tasking position, calm under pressure
- Strong customer service and communication skills
- Proficient in Microsoft Outlook, Word, PowerPoint, Excel, SharePoint, and OneDrive

Benefits:

Hamm Clinic offers competitive compensation, and full benefits including PTO, health, and dental insurance, long and short-term disability insurance, continuing education stipend and a 401k.

Core Requirement:

Hamm Clinic is committed to an integrated model of mental health care with a focus on psychotherapy within a multi-disciplinary and collaborative community. Our goal is to do this work in a trauma-informed, anti-oppressive environment in which all identities are welcome and in which employees strive to maintain an intersectional lens in considering their own privilege and how that might impact their work. It is expected that all are dedicated to learning and supporting this model, as appropriate for their specific duties.

Qualified candidates please submit a cover letter and resume to jobapplication@hammclinic.org.