



Provider Network Support Specialist Position Description

RISE is an emerging leader in coordinated care and mental health service delivery in Dane County and the Greater Madison area. We embrace a strengths-based approach in partnering with others to address the mental health and wellness needs of our community. We value collaboration, learning, and growth. We encourage personal and professional growth in all positions in our agency and seek new talent that will continue to enrich and diversify our workplace perspective and our connection to the community.

The Provider Network Support Specialist is responsible for maintaining the status of and assisting with the credentialing of Providers in the Children Come First (CCF) and Comprehensive Community Services (CCS) networks. This person will work under the direction of the Provider Network Coordinator and provide direct support to the Children Come First (CCF) and Comprehensive Community Services (CCS) networks.

As with all positions at our agency, it is the duty of individual in this position to fully support the mission, vision and values of the agency, to work in a coordinated manner with other employees, and to demonstrate professional and personal confidence in the service delivery model and approaches taken by the organization.

The Provider Network Support Specialist is expected to respect people of all socioeconomic and racial/cultural backgrounds, and be competent in performing all duties associated with this position. She or he will possess high levels of comfort, skill, and respect in working with people of many different life experiences and beliefs. The Provider Network Support Specialist is required to express themselves clearly, compellingly, and honestly in written and verbal communications. She or he must be physically and emotionally prepared to meet the needs of the agency during working hours.

Position Responsibilities:

Program Support

1. Maintain paper and electronic Provider files (CCS and CCF).
2. Track required credentialing information to ensure Providers remain active in the network (CCS and CCF).
3. Maintain an internal database of Providers that staff have access to (CCF).
4. Assist Provider Network Coordinator with maintaining an online directory of Providers (CCF and CCS).
5. Entering and maintaining provider information in the HS Web App.
6. Supportive activities related to provider orientation (as determined by Provider Network Coordinator).
7. Assist with supporting staff in accessing services within the Provider Network (as determined by Provider Network Coordinator).
8. Communicate updates of provider network to staff (CCF and CCS).

9. Coordinate mailings and delivery of provider materials to providers, enrollees, and families as applicable.

Agency

1. Attend and actively participate in program meetings and agency meetings.
2. Follow RISE's confidentiality guidelines to ensure program participant privacy.
3. Follow RISE's policies and procedures as cited in the Employee Handbook.
4. Perform other duties as requested by the direct supervisor or agency director that enhance the overall agency operation.
5. Hold a valid driver's license, have access to reliable transportation, and have a driving record that enables purchase of automobile insurance, in accordance with agency guidelines.
6. Any and all additional tasks as assigned.

Required Qualifications:

- Minimum of a Bachelor's Degree in a relevant area of Human Services
- Minimum of 2 years relevant work experience in community mental health or related field
- Ability to drive self and others via vehicle
- Daily access to a reliable vehicle, with valid drivers' license and insurance
- Demonstrated written and verbal communication skills
- Proficient computer skills, specifically in current versions of Microsoft Word, Excel, Outlook and Power Point; and willingness to learn new skills as needed or required
- Ability to pay attention to detail and a commitment to quality and the timely completion of duties
- Demonstrated ability to work as a member of a team

Preferred Qualifications:

- Bilingual in Spanish language (in addition to English) as determined by ALTA test and within Agency's acceptable range

HIPAA Regulations:

As a required part of employment with RISE, the employee must preserve all rights and protections under the Health Information Portability and Accountability Act (HIPAA) of 1996 for the consumer population served by this agency; it is the obligation of the employee to ensure that private health information is protected and that disclosures are permitted only with appropriate authorization. The employee is required to comply with all Federal and State regulations as part of the organization's HIPAA training which describes the policies and procedures for the agency.

Accountability:

The Provider Network Support Specialist is accountable to the Provider Network Coordinator.

Employment Status: Regular, part-time.

FLSA Status: Non-exempt.

Physical Demands:

While performing the duties of this job, the employee is required to sit at a desk and computer for long periods of time, is occasionally required to stand; use hands and fingers to operate and handle keyboards and computer controls. May be requested to lift materials of up to 20 lbs. Specific vision abilities required include close vision reading. The position requires sitting, standing, stooping, bending, lifting, walking, climbing, speaking and driving. The functions of this position are varied in nature and require the ability to make clear and concise presentations and to respond in an effective and appropriate manner during crisis. The employee is required to communicate effectively via verbal, audible and written means.

Work Conditions/ Hours:

Heated and air conditioned open office/office environment. Noise level is usually low to moderate. Minimal travel by vehicle required. The employee may be requested to drive self and others via vehicle. Regular schedule is determined with the Provider Network Coordinator. There is some scheduling flexibility.

Application Instructions:

Send completed application form, cover letter and resume to:

RISE
Attn: Human Resources
1334 Dewey Court
Madison, WI 53703

Alternatively, fax to (608) 250-6637 or e-mail to hr@commpart.org

If you need technical assistance or an accommodation during the application/hiring process please email us at hr@commpart.org or call (608) 250-6334.

- Application Form available at www.community-partnerships.org.
- Application packet **must be complete** to be considered.
- Applications will be reviewed upon receipt. Please submit your application as soon as possible for early consideration. Position will remain open until filled.
- Criminal background check is required for employment.
- Valid Wisconsin Driver's License, access to reliable transportation, and automobile insurance are required.

RISE is an Affirmative Action/Equal Opportunity employer. RISE offers equal employment opportunities to all employees and applicants for *employment, upgrading, demotion or transfer, recruiting, layoff or termination, rates of pay or other forms of compensation, selection for training including apprenticeship insofar as it is within our control* without regard to race, color, religion, sex, sexual orientation, national origin or ancestry, income level or source of income, arrest record or conviction record, less than honorable discharge, gender identity, physical appearance, political beliefs, student status, genetic information, marital status, age, disability, or any classification protected by federal, state, or local laws.

The information written in this job description indicates the general nature and level of the work to be performed. This job description is not designed to contain or be interpreted as totally comprehensive of

every job duty, responsibility, or qualification required by an employee assigned to this position. While employed in this position, an employee may be required to perform other duties not listed in the description. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. RISE retains the discretion to add duties or change the duties of this position at any time.