



JOB POSTING

Administrative Assistant

HESSCO Elder Services has a full-time position available for an Administrative Assistant assigned to the Home Care Clinical Assessment and Eligibility (CAE) Department. The Administrative Assistant will help achieve the goal for the consumer by maintaining medical records, setting up medical screens for Mass Health, and assist with billing for the consumers that remain in the community. The goal is for a consumer to age in place in the least restrictive setting and safe environment.

HESSCO is an Affirmative Action/Equal Opportunity Employer and encourages all qualified candidates from diverse backgrounds to apply.

Responsibilities

- Communicate with area nursing facilities and families to coordinate requests and documentation required for a Mass Health Screen.
- Review Mass Health status to assess ability to complete nursing facility screen.
- Responsible for documentation including electronic files.
- Monitor Mass Health reports and notify Home Care Department of current status of consumer.
- Comply with documentation standards and compliance regulations set forth by regulatory agencies and agency policies, procedures, and practices.
- Responsible for distribution of documentation to Mass Health and responsible parties.
- Work collaboratively with agency staff, informal and formal supports, vendors and other community agencies.
- Assist with sending and retrieving personal care plans/HHA Care plans to Vendors.
- Assist with vendor billing for HHA Care Plans.
- Attend and contribute to regular agency meetings and statewide trainings, as assigned.
- Participate in professional development, as assigned.
- Perform other duties as assigned by supervisor.

Qualifications:

- Relevant experience in administrative/office support work required including maintaining files, scanning, and mailing.
- Customer service experience.
- Proficient in Microsoft Office Suite or related software and data entry.
- Experience in database system preferred.

- Strong verbal, written and telephone communication skills.
- Strong interpersonal and customer service skills.
- Strong organization skills and attention to detail.
- Ability to work independently and work well as part of a team.
- Flexibility to adapt to changing priorities.
- Access to secure internet for remote work required.

Benefits which begin on first day of employment and include the accrual of two weeks' vacation and 15 sick days first year, 3 personal days, 12 holidays, health and dental insurance, life and long-term disability insurance, 403(b) retirement plan and pre-tax deductions.

10/25/24