



## URBAN INDIAN CENTER OF SALT LAKE

120 West 1300 South  
Salt Lake City, Utah 84115  
Phone: (801) 486-4877  
Fax: (801) 486-9943  
www.uicsl.org

### POSITION DESCRIPTION: BEHAVIORAL HEALTH (BH) OPERATIONS COORDINATOR

Division:	Behavioral Health Services	Supervisor:	Director of BHS
Job Code:	BHS-008	Classification:	FT, Non-Exempt
Wage Scale:	NE-06 (\$16.22 to \$22.10/HR)	Effective Date:	7/1/2023
Hours/week:	40+ some nights/weekends	Revised Date	07/2025

### PROGRAM PURPOSE

*The Urban Indian Center of Salt Lake (UICSL) is dedicated to our Mission of SERVING THE PEOPLE BY HONORING NATIVE CULTURES, STRENGTHENING HEALTH & WELLNESS PROGRAMS, & CULTIVATING COMMUNITY.*

### UNIFORM PERFORMANCE EXPECTATIONS

In performance of their respective responsibilities, all employees of the UICSL and our affiliates must rise to the level of expectations in which they:

- Fully uphold all principles of confidentiality and patient/client care.
- Adhere to the Standards of Conduct for UICSL, and all professional and ethical standards for the healthcare industry and/or their respective area(s) of expertise.
- Interact in an honest, trustworthy, and dependable manner with patients/clients and co-workers.
- Possess and utilize a strong sense of cultural awareness and interpersonal respect.
- Maintain a current insurable driver's license in the State of Utah (if operating UICSL vehicles).
- Strive to learn and serve in compliance with federal regulations and UICSL policies and procedures, and to seek solutions for issues or problems they encounter in alignment with those resources.

### POSITION SUMMARY

Under the direct supervision of the Director of the Division of Behavioral Health Services (DBHS), the Behavioral Health (BH) Operations Coordinator functions as a support person in the coordination and organization of administrative processes in a high-quality, efficient, and cost-effective manner. The incumbent will demonstrate specific and cultural sensitivity toward clients. All duties will be done in accordance with federal and state regulations that may apply.



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### **ESSENTIAL FUNCTIONS, DUTIES AND RESPONSIBILITIES**

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- Maintains and practices CONFIDENTIALITY due to the nature of the facility.
- Provides excellent customer service to clients, community members and staff, in person, by email or telephone.
- Prepares a wide variety of clerical and administrative duties as required for daily operation of UICSL DBHS projects.
- Assists with planning, coordinating and facilitating group and community DBHS projects, including, but not limited to: prevention, community outreach and education.
- Oversees DBHS On Call Schedule, DBHS Patient Chart Management and DBHS Patient and Administrative Documents.
- May assist DBHS staff with data entry.
- Provides back up for Care Coordinator with Intake and Screening Client Visits. Completes assignments accurately, in a timely manner.
- Demonstrates working knowledge of the organization's departmental procedures. Prepares letters and documents as needed.
- Oversees compilation and maintenance of statistical information for division, and assists with monthly, quarterly and annual reports for UICSL and funding agencies.
- Attends and receives the necessary training to navigate and use electronic health record (EHR) system. Provides back-up for other administrative positions in the agency when necessary.
- Accepts new responsibilities and duties as assigned by the Director of Behavioral Health Services.



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### MINIMUM QUALIFICATIONS

<b>Education:</b> <input type="checkbox"/>	High school diploma
<b>Experience:</b> <input type="checkbox"/>	1-3 years of associated experience in an administrative capacity and/or healthcare setting.
<b>Certifications/Licensure:</b> <input type="checkbox"/>	CPR and 1 <sup>st</sup> Aid (able to obtain after employment)
<b>Other:</b> <input type="checkbox"/>	Must have an active and valid driver's license

### PREFERRED QUALIFICATIONS

<b>Education:</b> <input type="checkbox"/>	An associate degree in a related field
<b>Experience:</b> <input type="checkbox"/>	3-5 years of associated experience in an administrative capacity and/or healthcare setting.
<b>Certification/Licensure:</b> <input type="checkbox"/>	N/A
<b>Other:</b> <input type="checkbox"/>	a) Prior experience working in an I/T/U health program/facility
	b) Proficient in project management

### KNOWLEDGE, COMPETENCIES, AND CHARACTERISTICS (KCC)

<input type="checkbox"/>	Knowledge of basic office and billing processes
<input type="checkbox"/>	Evidence of competency with common office software (e.g. Microsoft Word/Excel, internet programs)
<input type="checkbox"/>	Evidence of competent verbal and written communication skills appropriate to the position
<input type="checkbox"/>	Evidence of competency with organization, time management and prioritization behaviors
<input type="checkbox"/>	Evidence of competency with interpersonal skills
<input type="checkbox"/>	Evidence of competency in problem-solving and critical thinking
<input type="checkbox"/>	Demonstrates a positive attitude of service and a respect for American Indian/Alaska Native cultures
<input type="checkbox"/>	Demonstrates dependability, reliability, and a willingness to accept responsibility
<input type="checkbox"/>	Demonstrates capacity to learn and adapt to potentially rapidly changing situations
<input type="checkbox"/>	Demonstrates characteristics to develop job skills in people, lead team and/or function as part of a team
<input type="checkbox"/>	Demonstrates capacities for being assertive with a balance of professionalism and emotional intelligence



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### **WORK ENVIRONMENT**

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The work environment at UICSL involves normal office conditions and noise levels that can vary from low to moderate; however, this position may require involvement in tasks and assignments in enclosed or open spaces with noise levels ranging from low to potentially damaging to the senses without protection. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working on facilities or equipment for a health center.

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### **PHYSICAL DEMANDS**

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While performing the duties of this job, the incumbent will frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, or performing manual labor as well as driving or riding in transport vehicles. An employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with patients, vendors, and staff.

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### **MENTAL DEMANDS**

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Workloads in this position are dynamic and range from an awareness of technical details, to engaging broad strategic ideas and discussions. The incumbent in this position will often work alone but must also be prepared to handle employee issues as required. This position will require the ability to multi-task and handle stressful situations that impact the UICSL on an organizational level, so the incumbent needs to demonstrate a high level of emotional balance.

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***Disclaimer:*** *The information in this document is designed to portray the general nature and level of work performance expected by employees in this position. It is not intended to be a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other related and reasonable duties as needed by their direct supervisor.*




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**Indian Preference Statement:** *As a federal contractor and in compliance with Sub-Chapter II, Chapter 14, Title 25 of the United States Code, the Act of April 16, 1934 (48 Stat. 596), as amended; and Section 7(b) of the Indian Self-Determination and Education Assistance Act, Pub. L. 93-638, 88 Stat. 2205, 25 U.S.C. 450e(b), UICSL gives preference in employment opportunities to American Indians/Alaska Natives (AI/AN) who can perform the work outlined in our Position Description(s) regardless of age, sex, religion, or tribal affiliation (subject to existing laws and regulations). UICSL also extends preference to AI/AN organizations and AI/AN-owned economic enterprises in the awarding of any subcontracts engaged under our funding agreement(s).*

*To the extent feasible and consistent with effective performance as a federal contractor, UICSL may give preference in employment and training opportunities to AI/ANs who are NOT fully qualified to perform the work outlined in our Position Description(s) regardless of age, sex, religion, or tribal affiliation (subject to existing laws and regulations); and UICSL may provide reasonable opportunities for training including on-the-job, classroom, or apprenticeship training designed to increase the vocational effectiveness of AI/AN employees.*

*When UICSL is unable to fill our employment and subcontracting opportunities after giving full consideration and preference to AI/AN candidates, employees and/or subcontractors, UICSL will satisfy our needs by selecting non-AI/AN candidates and subcontractors in accordance with equal employment opportunity and affirmative action statutes mandating that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin. (48 CFR §52.222-26).*

<b>REVIEWED BY:</b>	Alan Barlow, Executive Director	<b>SIGNATURE:</b>	
<b>APPROVED BY:</b>		<b>NEXT REVIEW:</b>	July 2025



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**EMPLOYEE ACKNOWLEDGEMENT**

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I have reviewed and been provided the content of the **Behavioral Health (BH) Operations Coordinator** position description.

My signature on this document certifies that I can perform the essential functions of this position as outlined in this description, with or without reasonable accommodation. A signed copy of this document will be maintained in my Personnel file for reference.

Describe any accommodations required to perform these functions:

**Employee Name (Print)**

**Employee Signature:**

**Date:**