



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 THERAPIST

Department:	Behavioral Health Services (BHS)	Supervisor:	Director of BHS
Job Code:	BHS-022	Classification:	FT, Exempt
Wage Scale:	E-08 (\$56,960 to \$88,364)	Effective Date:	9/20/2022
Hours/week:	40 w/ some nights & weekends	Revised Date:	11/21/2023

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 an active and valid 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

Reporting to the Director of Behavioral Health Services (DBHS), the Behavioral Health (BH) Therapist provides culturally appropriate mental health and substance use disorder (SUD) counseling services for Urban American Indians/Alaska Natives (AI/AN) of all ages, and their family members.

ESSENTIAL FUNCTIONS, DUTIES AND RESPONSIBILITIES

DUTIES & RESPONSIBILITIES:

- Administers standardized screenings to individuals seeking substance use disorder treatment, mental health counseling, family, and couples counseling.
- Provides assessment/evaluation, ongoing clinical staffing, and treatment planning, in collaboration with the clinical treatment team.
- Facilitates psychoeducational and process groups for program participants and community members.
- Monitors patient care; provides appropriate crisis intervention; provides community referrals when appropriate.
- Consults with UICSL clinical personnel, cultural specialist, and health professionals regarding patient care.
- Provides substance use disorder treatment (SUD), mental health and other treatment services to clients as part of a comprehensive treatment plan.



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

- Provides counseling services for individuals, couples, families and groups in an appropriate, efficient and professional manner which may include traditional American Indian methods, techniques and concepts, while complying with professional standards including program, accreditation, agency, state and federal funding requirements.
- Collaborates with clients in treatment planning, discharge planning and crisis and/or relapse prevention planning and services.
- Monitors client care through case management principles. Ensures all phases of case management are followed through, as necessary, including, but not limited to direct referral, urinalysis referral and results, counseling and case management documentation, collaboration, consultation and professional correspondence.
- Develops and completes effective documentation, which include writing up assessments, diagnosis and treatment recommendations, documenting clinical staffing, treatment and discharge plans; writing progress reports; entering progress notes; and entering client data into RPMS system in a timely manner.
- Documentation will be in accordance with substance abuse and mental health standards.
- Is committed to promoting client welfare to probation for court mandated clients, including timely correspondence and communications with referring agencies and court personnel.
- Maintains accurate and timely clinical documents/records confidential, while complying with professional standards including program, accreditation, agency, state, and federal funding requirements.
- Participates in all required staff meetings including clinical team staffing.
- Participates in program development, when necessary and appropriate.
- Participates in weekly clinical supervision and complete documentation of supervision hours for full licensure.
- Maintains professional ethical relationships with clients, staff, and general population in accordance with scope of licensure and professional code of conduct.
- Provides basic health education, including health promotion and disease prevention (HP/DP) education.
- Performs other duties as assigned and agreed to with the DBHS.



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

MINIMUM QUALIFICATIONS

Education: <input type="checkbox"/>	Master's degree in social work, psychology, clinical mental health counseling, or a related field
Experience: <input type="checkbox"/>	1-3 years' experience providing individual or family counseling, facilitating group processing, and psychoeducation groups
Certifications/Licensure: <input type="checkbox"/>	Must possess a current license in Utah for clinical social work (LCSW), clinical mental health counseling (LCMHC), marriage and family therapy (LMFT), or clinical/counseling psychology (LPC). Applicants may hold an associate credential requiring clinical supervision.
Other: <input type="checkbox"/>	Must pass a mandatory national criminal background check

PREFERRED QUALIFICATIONS

Experience <input type="checkbox"/>	3-5 years providing mental health therapy of substance use disorder treatment
	<input type="checkbox"/> Experience working with American Indian/Alaska Native (AI/AN) clients
	<input type="checkbox"/> Experience integrating cultural and spiritual values and practices into evidenced-based treatment

KNOWLEDGE, COMPETENCIES, AND CHARACTERISTICS (KCC)

<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 in problem-solving and critical thinking
<input type="checkbox"/>	Demonstrates a positive attitude of service
<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



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

WORK ENVIRONMENT

The work environment at UICSL involves normal office conditions and noise levels that can vary from low to moderate. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working within a health center facility.

PHYSICAL DEMANDS

While performing the duties of this job, an employee may frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, 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.

MENTAL DEMANDS

Workloads in this position are focused on maintaining an accurate database, interacting with patients, and coordinating care with external entities. The incumbent in this position will often work alone and must also be prepared to handle patient/client issues as required. This position will require the ability to multi-task and handle stressful situations that impact patient care and the image of UICSL, so the incumbent needs to demonstrate a high level of emotional balance. Group presentation and education tasks are common, and there are numerous applicable standards and deadlines associated with this position.

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.*



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

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).

REVIEWED BY HUMAN RESOURCES:		APPROVED BY EXECUTIVE DIRECTOR:	DocuSigned by: <i>Alan Barlow</i> 10/24/2023 <small>CAA58DE93D1E472...</small>
PRESENTED TO BOARD OF DIRECTORS:	<i>Scheduled for November 21, 2023</i>	NEXT REVIEW DATE:	October 2025



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

EMPLOYEE ACKNOWLEDGEMENT

I have reviewed and been provided with the content of the **Behavioral Health Therapist** 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:



URBAN INDIAN CENTER OF SALT LAKE

120 West 1300 South
Salt Lake City, Utah 84115
Phone: (801) 486-4877
Fax: (801) 214-7677
www.uicsl.org

POSITION DESCRIPTION: FRONT DESK RECEPTIONIST

Division:	Finance Operations	Supervisor:	Business Office Manager
Job Code:	FIN-015	Classification:	FT, Non-Exempt
Wage Scale:	NE-05 (\$14.42-\$19.65/HR.)	Effective Date:	11/21/2023
Hours/week:	40 w/ some nights & weekends	Last Revised:	6/30/2023

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 an active and valid 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 Business Office Manager (BOM), the Front Desk Receptionist is the primary point-of-contact for the facility and greets everyone professionally via in-person or phone. They attend to all incoming communications at the reception desk and redirect inquires to the appropriate locations while informing the department or staff members of patient/client or visitor arrival. The Front Desk Receptionist also provides general information regarding the organization to the public, clients and patients.

ESSENTIAL FUNCTIONS, DUTIES AND RESPONSIBILITIES

- Coordinates the scheduling, rescheduling, and cancellation of patient/client appointments in EMR (electronic medical record).
- Performs patient/client check in and out of scheduled appointments.
- Receives, responds to, and directs patient/client communication, including phone calls, emails, and other interactions in a timely and professional manner.
- Verifies client/patient insurance coverage status, receives co-pays, and escalates to Benefits Coordinator or Billing, as needed.
- Collects copies of required documentation such as vital records and tribal identification to assist in the coordination



URBAN INDIAN CENTER OF SALT LAKE

120 West 1300 South
 Salt Lake City, Utah 84115
 Phone: (801) 486-4877
 Fax: (801) 214-7677
 www.uicsl.org

of client registration.

- Identifies UICSL community member needs, answers questions, and redirects or educates members.
- Performs various clerical duties such as copying, faxing, data entry, sorting mail, and scanning.
- Maintains various logs of daily activities including visitors and other tallies as needed.
- Maintains a professional and presentable reception space.
- Greets and interacts professionally with clients/patients, providers, vendors, community members and staff.
- Follows HIPAA regulations to ensure client/patient information is safeguarded and private.
- Functions as a contributing member of the Business Office team and Finance Department.
- Maintains inventory of office supplies in reception space.
- Acts as a backup for Patient Registration, as needed.
- Assists in the coordination and execution of UICSL sponsored events and/or employee events.
- Other duties and responsibilities as assigned by the Business Office Manager or Finance Director.
- Attends regularly scheduled Finance Division meetings, and UICSL monthly All Staff meetings.

MINIMUM QUALIFICATIONS

Education: <input type="checkbox"/>	High School diploma or equivalent
Experience: <input type="checkbox"/>	Minimum of 1-year receptionist experience in healthcare setting
Certifications/Licensure: <input type="checkbox"/>	CPR and First Aid Certification(able to obtain after employment)
Other: <input type="checkbox"/>	Must pass a mandatory criminal background check

PREFERRED QUALIFICATIONS

Education: <input type="checkbox"/>	Associate degree in a related field
Experience: <input type="checkbox"/>	2-3 years of receptionist experience in healthcare setting and electronic health records (EHR) systems

KNOWLEDGE, COMPETENCIES, AND CHARACTERISTICS (KCC)

<input type="checkbox"/>	Knowledge of and a demonstrated respect for AI/AN history, values, customs, and practices
<input type="checkbox"/>	Proficient with office equipment and computer systems such as: EMR (electronic medical records), Excel, Microsoft Office, Microsoft Teams, Zoom, multiple phone lines, fax/copy machines, etc
<input type="checkbox"/>	Demonstrated excellent communication, interpersonal, organizational, and follow-through skills.
<input type="checkbox"/>	Ability to be motivated with attention to detail and the ability to work efficiently and independently, demonstrating a passion for providing excellent customer service.
<input type="checkbox"/>	Ability to communicate effectively with patients, visitors and other medical personnel in written and verbal form.
<input type="checkbox"/>	Familiar with medical terminology and front office practices
<input type="checkbox"/>	Ability to respond promptly and tactfully to customer needs – customer service oriented
<input type="checkbox"/>	Ability to efficiently organize and prioritize tasks, time and resources
<input type="checkbox"/>	Ability to prioritize and multi-task in a face paced environment.
<input type="checkbox"/>	Knowledge of confidentiality and client privacy, including HIPAA and other relevant regulations.



URBAN INDIAN CENTER OF SALT LAKE

120 West 1300 South
Salt Lake City, Utah 84115
Phone: (801) 486-4877
Fax: (801) 214-7677
www.uicsl.org

WORK ENVIRONMENT

The work environment at UICSL involves normal office conditions and noise levels that can vary from low to moderate. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working within a health center facility.

PHYSICAL DEMANDS

While performing the duties of this job, an employee may frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, 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.

MENTAL DEMANDS

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. Group presentation and education tasks are common, and there are numerous applicable standards and deadlines associated with this position.

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.*



URBAN INDIAN CENTER OF SALT LAKE

120 West 1300 South
 Salt Lake City, Utah 84115
 Phone: (801) 486-4877
 Fax: (801) 214-7677
 www.uicsl.org

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).

REVIEWED BY HUMAN RESOURCES:		APPROVED BY EXECUTIVE DIRECTOR:	DocuSigned by: <i>Alan Barlow</i> 10/24/2023 CAA58DE93D1E472...
PRESENTED TO BOARD OF DIRECTORS:	<i>Scheduled for November 21, 2023</i>	NEXT REVIEW DATE:	October 2025



URBAN INDIAN CENTER OF SALT LAKE

120 West 1300 South
Salt Lake City, Utah 84115
Phone: (801) 486-4877
Fax: (801) 214-7677
www.uicsl.org

EMPLOYEE ACKNOWLEDGEMENT

I have reviewed and been provided with the content of the **Front Desk Receptionist** 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: