Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

'Working together as one to Preserve, Promote and Protect our Sche Lang en'

JOB ANNOUNCEMENT
JOB TITLE: Administrative Assistant III/Patient Care Coordinator
Behavioral Health (BH)
Health & Human Services (HHS)

OPEN: November 17, 2026
EXEMPT: No
SALARY: (7/8) $20.07-$25.96 DOE
SHIFT: Day
LOCATION: LNHC
DURATION: Regular Full-Time

CLOSES: December 3, 2026
JOB CODE:
DIVISION: HHS
DEPARTMENT: Behavioral Health
SUPERVISOR: BH Administrator
VACANCIES: 1

JOB SUMMARY: The Administrative Assistant/Patient Care Coordinator serves as a central point of contact for Behavioral Health patients, coordinating appointments, referrals, follow-up care, and access to internal and external support services to promote continuity of care and positive health outcomes. The Administrative Assistant/Patient Care Coordinator works closely with the Behavioral Health team to support the delivery of outpatient services.

ESSENTIAL DUTIES AND RESPONSIBILITIES *include the following but not limited to:*

Scheduling and Care Coordination

1. Serve as the primary point of contact for Behavioral Health patients, providing exceptional customer service and assistance in accessing services.
2. Coordinate, schedule, reschedule, and confirm Behavioral Health appointments, follow-up visits, group sessions, and specialty services while ensuring timely and patient-centered access to care.
3. Monitor and evaluate scheduling processes and communicate scheduling concerns, barriers, and opportunities for improvement to management.
4. Answer and route multi-line telephone calls, electronic communications, chat messages, and in-basket requests; respond to inquiries and scheduling requests in a timely manner.
5. Interview and assist patients to determine service needs and connect them with appropriate Behavioral Health, healthcare, community, and support resources.
6. Coordinate patient care needs with Behavioral Health providers, staff, and other healthcare programs to promote continuity of care.
7. Manage referrals, and follow-up activities, including tracking referral status and assisting patients in accessing recommended services.
8. Obtain, verify, and maintain required patient consents, releases of information, and treatment-related documentation.
9. Schedule follow-up appointments and provide appointment reminder calls to support attendance and treatment engagement.

10. Manage provider schedules, scheduling templates, therapy room assignments, and appointment readiness to ensure efficient clinic operations.

Administrative Support

1. Provide administrative support to the Behavioral Health team.
2. Maintain accurate, complete, and up-to-date patient records and documentation in compliance with HIPAA, departmental standards, and applicable regulations.
3. Perform functions necessary for billing Behavioral Health services to Medicaid, Medicare, private insurance carriers, and other payers.
4. Assist patients with documentation required for Purchased/Referred Care (PRC), transportation services, and other healthcare-related benefits and programs.
5. Review, process, distribute, and maintain referrals, correspondence, reports, mail, faxes, and administrative paperwork.
6. Assist with quality assurance activities, audits, peer reviews, data collection, reporting requirements, and accreditation-related activities.
7. Coordinate logistical support for meetings, trainings, group activities, and departmental events.
8. Maintain office supplies, equipment, records, and filing systems necessary for daily operations.

Behavioral Health Department Support

1. Coordinate with Behavioral Health staff to ensure smooth patient flow, efficient service delivery, and timely response to routine and urgent patient needs.
2. Assist and direct patients appropriately to ensure a positive and supportive clinic experience.
3. Provide educational materials, program information, wellness resources, and other patient support materials as appropriate.
4. Serve as backup support for designated departmental functions, including scheduling, registration, and data-related activities.
5. Deliver excellent customer service while maintaining strict confidentiality and professionalism.
6. Adhere to HIPAA requirements, departmental policies, procedures, and professional standards.
7. Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- High school diploma or GED *required*. Associates degree *preferred.*
- One year of experience in an office setting.
- Experience working with high-risk community members dealing with mental health and/or substance use disorders *preferred.*
- Two years experience with Native American communities and/or organizations *preferred.*
- Must possess a valid Washington State Driver's license and meet eligibility requirements for tribal insurance.
- Lummi/Native American/Veteran preference policy applies.

KNOWLEDGE, ABILITES AND SKILLS:

- Ability to maintain strong work ethic including attendance and punctuality.
- Must demonstrate professionalism and conduct themselves as a positive role model.
- Ability to manage and organize large volumes of information and maintain a manual and/or electronic filing system(s) for employee files, patient files and scheduling.
- Ability to clearly and effectively communicate with a diverse population in different formats (email, telephone, letters, etc.).

- Must have the ability to summarize information verbally and in writing when required. Knowledge and understanding of the Medicaid, private insurance, employee insurance and the special provisions in the Affordable Care Act regarding American Indian/Alaska Natives.
- Ability to establish and maintain effective working relationships with all levels of staff and vendors.
- Ability to work independently and multi-task as needed.
- Skill at entering data into multiple software programs (Moonwalk, RPMS, EPIC).
- Ability to maintain attention to detail and accuracy
- Proficient with personal computer and have knowledge of software programs including: Office 365 (Microsoft Outlook, Microsoft Word, Microsoft Excel, and PowerPoint)
- Perform miscellaneous job-related duties as assigned.
- Ability to remain neutral and utilize established grievance policy and procedures when patient/staff conflicts arise.
- Participates in the effective social service process.
- Understanding of HIPAA requirements and the ability to maintain confidentially of records and information. Becomes familiar with the oath of confidentiality of the department.

REQUIRMENTS:

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol Free Workplace Policy.
- This position requires regular contact with or control over Indian children and is therefore subject to successful and extensive criminal background check, CAMIS background check.
- Must be flexible and able to work nights or weekends on occasion.

TO APPLY:

To obtain a Lummi Indian Business Council (LIBC) application go to: https://www.lummi-nsn.gov/widgets/JobsNow.php or request by e-mail libchr@lummi-nsn.gov. For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991.