

Say Yes Buffalo Internship Opportunity

Position: Administrative Assistant Intern

Organization Name: Horizon Health Services

Location: Various locations throughout the Buffalo area – **interns will only be assigned to one site and transportation assistance is available upon request**

Website: www.horizon-health.org

Organization Description/Profile:

The Horizon Corporations is comprised of three affiliated not-for-profits: Horizon Health Services, Horizon Village and Health Management Group. Horizon Health Services, Inc. is a not-for-profit corporation that provides hope and healing for individuals and their families dealing with substance use and/or mental health disorders.

Established in 1975, we are the largest provider of outpatient mental health and substance use treatment in Western New York.

Mission:

Together for Recovery. Changing Lives. Saving Lives.

Vision:

We envision a future where all individuals who need and want help can easily access Horizon's effective health and recovery services. Using emerging technologies and best practices, we will provide innovative services beyond the boundaries of WNY. In this future, Horizon is widely recognized as a great employer, having the highest quality staff and providing state of the art effective services.

Our Goals Include:

- Increasing access to treatment and support for individuals and their families as they strive to recover from substance use and mental health disorders.
- Helping those in recovery and their families to make choices that improve quality of life and achieve personal goals.
- Working with the larger medical community to provide coordinated and integrated treatment and recovery services.
- Having the best trained staff by requiring continuing education of all personnel in innovative and evidence-based practices, leadership, supervision, and customer service.
- Treating our staff, clients, and their families with respect and dignity.

Internship Title: Administrative Assistant Intern

Internship Duties and Responsibilities:

Are you looking for an internship but aren't yet sure about your future career path? This is the perfect opportunity to gain transferrable skills, build your resume, and network with professionals in healthcare and human services.

Under the supervision of the Practice Manager, the Administrative Assistant Intern will provide administrative support to all staff by greeting/directing patients, collecting payments for services, scheduling appointments, answering/directing calls on a multi-line phone system, completing necessary typing, copying, and faxing, and maintaining clinical records in a fast-paced office setting.

Direct experience opportunities may include, but are not limited to:

- Performs numerous functions within an electronic medical record program such as the collection of copays, balancing the cash drawer, scheduling and changing appointments, and looking up patient demographics and insurance information
- Answers the telephone, takes messages, and provides information/assistance as needed
- Performs various office processes such as faxing, collating, mail sorting, ordering supplies, and preparing clinical records for distribution to referral sources
- Opens and closes clinic following proper procedure
- Greets visitors of the office and directs them as necessary
- Composes and types routine correspondence using word processing and Microsoft Outlook
- Scans, files, retrieves, and prepares clinical records and prepares patient charts to be sent to the Medical Records archive
- Completes reminder phone calls for upcoming patient appointments

Minimum Requirements:

- Say Yes Scholar in good academic standing (must be at least a rising Sophomore), enrolled in college full-time
- Recent college grads (Spring 2019) are also eligible
- Ability to work in a team setting
- Positive attitude
- Experience in customer service

Duration of employment: Approximately 20 hours per week for 10 weeks during the Summer of 2019 – exact start and end dates will be decided by the hired intern and employer.

Compensation: \$11.50/hour

Accommodations: The Say Yes Internship Program is committed to providing equal access to individuals with disabilities, including physical access to programs and reasonable accommodations for interns.

To apply: Submit cover letter & resume to buffalointernships@sayyestoeducation.org.

Please note: If necessary, Say Yes staff may send you edits or suggestions regarding your cover letter and/or resume. In order to submit your materials by the deadline, please ensure that you check your email and reply promptly.

Deadline: May 20, 2019

Interviews: will take place on a rolling basis, which means the position could be filled before the application deadline. Scholars are encouraged to apply as soon as possible.