



Job Code: 9716

Grade: 22

HCWR: N

Job Title

Neuropsychology Service Coordinator

Department

Psychiatry

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Neuropsychology Services Coordinator manages the day-to-day operations of the Neuropsychology Testing Service for the Department of Psychiatry. The Neuropsychology Service Coordinator will oversee the administration and scoring of neuropsychology testing to ensure accuracy, including the test training for psychology externs and psychometry staff.

Typical Duties

- Manages the operations of the Neuropsychology Testing Service, including coordinating staff schedules, pre-authorization requirements, and managing clinical room assignments
- Works to improve and optimize efficiencies, increase productivity and revenue, and maintain high quality patient services
- Collects documents required to support reapprovals and authorization, contacts insurance carriers for explanation of benefits and approvals, and responds to denials from insurance carriers
- Coordinates the scheduling of patient visits for all neuropsychology staff
- Promotes quality control of neuropsychological test data for psychometrists and students
- Manages the ordering of supplies, including testing materials in collaboration with the Chief Psychologist
- Prioritizes and facilitates effective communications regarding patient treatment and care with other referring Cook County Health (CCH) providers and with external neuropsychologists
- Manages communications between the Neuropsychology Service of CCH and outside providers and clinical agencies to address non-clinical questions and concerns regarding referrals, scheduling processes, and medical records requests
- Manages and generates productivity reports
- Provides psychometry support through administration and scoring of psychological and neuropsychological tests across the lifespan
- Oversees the on-boarding, credential verification and scheduling of psychology externs
- Coordinates and provides neuropsychological test training for psychology externs and psychometry staff
- Attends and participates in meetings as needed
- Performs other duties as assigned

Minimum Qualifications

- Bachelor's degree in psychology from an accredited college or university
- Three (3) years of Neuropsychology psychometry testing experience
- Two (2) years of experience managing a database, i.e., SPSS statistical software
- Proficiency using Microsoft Office



Preferred Qualifications

- Master's degree from an accredited college or university
- Bilingual

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge and proficiency in Microsoft Office (i.e., Word, Excel)
- Knowledge and proficiency in SPSS statistical software
- Excellent verbal, written communication, and interpersonal skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Excellent program development, management, and leadership skills
- Demonstrates analytical and organizational, problem-solving, decision-making, critical thinking and conflict management/resolution skills
- Ability to prioritize, plan, and organize projects and tasks
- Ability to develop and maintain good working relationships with patients, families, and professional colleagues
- Ability to manage confidential information and abide by the parameters of HIPAA
- Demonstrates attention to detail, accuracy, and precision

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.