



St. Tammany Parish Coroner's Office

Providing compassion and closure for families through clear, competent, professional investigations, mental health, and DNA services.

POSITION DESCRIPTION

Position Title: Mental Health Intake Clerk

Date Implemented: 04/01/2026

Job Title of Immediate Supervisor: Mental Health Operations Lead

Job Code: _____

FLSA Status: Non-Exempt

SUMMARY OF POSITION

The Mental Health Intake Clerk provides essential administrative and operational support for the Mental Health Division within the Coroner's Office. This position is responsible for the accurate intake, entry, maintenance, and tracking of clinical, legal, and demographic data, while ensuring full compliance with confidentiality laws and regulatory standards. The clerk serves as a key liaison between internal staff and external treatment facilities, supporting timely communication, documentation, and case management to ensure efficient departmental operations and continuity of mental health services.

ESSENTIAL JOB FUNCTIONS:

1. **Data Entry and Maintenance:** Accurately enter and maintain clinical, legal, demographic, and service-related information into the department's data management system (MHLog.net), ensuring the integrity and accuracy of all data.
2. **Inter-Facility Communication:** Initiate and conduct professional communications with treatment facilities, including, but not limited to, Slidell Memorial Hospital Main Campus, Slidell Memorial Hospital East Campus, St. Tammany Parish Hospital, Lakeview Regional Medical Center, Covington Behavioral Health, Northlake Behavioral Health Systems, Lakeview Senior Behavioral Health, and Beacon Behavioral Hospital, to accurately obtain and verify patient information in accordance with department procedures.
3. **Departmental Communications:** Communicate relevant patient information, including, but not limited to, expiring Physician's Emergency Certificate (PEC) documentation and patient dispositions, to all members of the Mental Health Department.

4. Documentation Distribution: Prepare and distribute a daily, facility-organized list of patient cases, including patient name, MHLog case number, Physician's Emergency Certificate (PEC) expiration date and time, and patient dispositions, to all Mental Health Department members by 6:00 A.M.
5. Documentation Compliance and Recordkeeping: Maintain up-to-date and organized records of mental health documents, ensuring compliance with applicable laws, regulations, and departmental standards.
6. Documentation and Operational Support: Maintain and process accurate patient and service-related records to ensure complete and timely documentation for all mental health services. Facilitate patient intake, track case progress and service requests, generate and distribute reports as required, and ensure compliance with departmental policies and procedures to support efficient departmental operations and the effective delivery of mental health services.
7. Regulatory Compliance: Ensure accurate documentation of all patient data in full compliance with the Code of Federal Regulations (HIPAA), Louisiana law, local mental health regulations, and departmental policies, while maintaining confidentiality and protecting data integrity.
8. Perform other related duties as assigned.

MINIMUM REQUIRED EDUCATION & EXPERIENCE:

1. High school diploma or equivalent required; or
2. Associate degree in Health Information Management, Healthcare Administration, Psychology, Social Work, or a related field (preferred); or
3. Bachelor of Science (B.S.) or Master of Science (M.S.) degree in Health Information Management, Healthcare Administration, Psychology, Social Work, or a related field (preferred); and
4. Minimum of one (1) to two (2) years of experience in a similar administrative or healthcare related role.

SPECIAL REQUIREMENTS:

MINIMUM REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS:

1. Demonstrated experience in data entry, administrative support, or healthcare settings, preferably within mental health or a related field.
2. Demonstrated knowledge of healthcare data management systems and electronic health records (EHR), and proficiency with Microsoft Outlook and other technology systems used for data management and communication.
3. Demonstrated knowledge of mental health legal documentation and applicable regulatory compliance requirement.
4. Demonstrated organizational skills, with keen attention to detail, and the ability to prioritize multiple tasks in a fast-paced environment.
5. Demonstrated written and verbal communication skills, with the ability to communicate and collaborate effectively with internal staff and external agencies.
6. Demonstrated ability to maintain strict confidentiality and handle sensitive information with discretion and professionalism.

ESSENTIAL MENTAL & PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to ensure that qualified individuals with disabilities are able to perform the essential functions.

1. While performing the duties of this job, the employee is required to use hands, including fingers, to handle, feel or operate objects, tools, or controls and reach with hands and arms.
2. Frequently requires the ability to communicate effectively with others, including speaking and active listening.
3. The employee is occasionally required to walk, sit, climb or balance, stoop, kneel, crouch, or crawl, and use senses including sight, smell, touch, and hearing.
4. The employee must occasionally lift and/or move office products and supplies, up to 20 pounds.
5. Specific vision perception required by this job includes close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation

may be provided to ensure that individuals with disabilities are able to perform the essential functions.

1. Handles sensitive and confidential information related to mental health services in accordance with applicable policies and regulations.
2. While performing the duties of this job, the employee regularly works on a computer or other similar office equipment in an indoor situation.
3. The noise level in the work environment is usually light to moderate.
4. The employee may be required to travel to and from conferences or meetings.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not necessarily exclude them from the position if the work is similar, related or a logical assignment to the position.

The job summary does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

APPROVALS:

AGENCY HEAD

CHIEF HR OFFICER