

JOB POSTING

POSITION: ADMINISTRATIVE ASSISTANT

The Administrative Assistant supports management and staff through a variety of tasks related to organization and communication. Responsible for confidential and time sensitive material. Applicant must be familiar with a variety of the field's concepts, practices, and procedures. Applicants must have the ability to effectively communicate via phone and email ensuring that all Administrative Assistant duties are completed accurately and delivered with high quality and in a timely manner. Applicant must rely on judgment to plan and accomplish goals with creativity.

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DEPARTMENT: WELLNESS & BATTERER'S INTERVENTION

POSTING DATE: March 8, 2021

CLOSING DATE: Until filled

NUMBER OF OPENINGS: 1

RATE: \$15/hr

STATUS: FULL-TIME, HOURLY/NON-EXEMPT

IN ORDER TO BE CONSIDERED FOR THE OPEN POSITION, A COMPLETED APPLICATION MUST BE SUBMITTED.

TO OBTAIN A COPY OF THE JOB DESCRIPTION AND JOB APPLICATION, PLEASE VISIT

WWW.Womanhaven.org

POSITION DESCRIPTION

ADMINISTRATIVE ASSISTANT

Reports To: Program Managers

Prepared By: Human Resources

FLSA Status: Full Time, Non-Exempt

Position Summary:

The Administrative Assistant functions as support position for the Wellness and Batterer's Intervention Programs in meeting its clerical and customer service needs. In addition, the Administrative Assistant must be able to communicate well and be able to establish rapport with clients and their families. He/she must be sensitive to the needs of the community, its cultures, traditions, and values. He/she must be familiar with the goals and objectives of the Wellness and the Batterer's Intervention Program (BIP) and express a genuine enthusiasm for its success.

Essential Duties and Responsibilities:

- 1) Provides administrative and clerical support for Wellness and BIP, including copying, faxing, scanning, data inputting, creating files, and other clerical duties.
- 2) Greets guests and visitors and responds to general inquiries about the Wellness and BIP programs.
- 3) Ensures that the Wellness and BIP offices and workroom areas are always clean, sanitized, and presentable.
- 4) Schedules and reschedules appointments for both programs and makes reminder calls.

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- 5) Registers new clients and updates existing client information, including the collection of all eligibility documents and signatures on required forms, as needed.
- 6) Obtains medical insurance information and ensures Medi-Cal is active.
- 7) Creates charts and files progress notes.
- 8) Retrieves client's charts for the following day's schedule and ensures easy access for providers.
- 9) Ensures charts are filed in secured cabinet at the end of the workday.
- 10) Answers and appropriately directs incoming phone calls for the Wellness and BIP programs.
- 11) Ensures that clients are properly checked in for appointments and informs providers when clients have arrived.
- 12) Monitors provider schedules, ensures follow up of clients that have missed an appointment and ensures the availability of appointments in case of crisis or urgent walk-ins.
- 13) Completes and mails out required letters/notices to clients.
- 14) Completes and submits required logs to ICBHS, timely and accurately.
- 15) Enters and ensures the accuracy of all services provided in the Client Management System.
- 16) Enters services into ICBHS AVATAR system for billing purposes.
- 17) Completes billing invoices for the BIP.
- 18) Assists in the discharging of clients and sends out required letters, as appropriate.
- 19) Assist in creating agendas, gathering required documents, and taking meeting minutes.
- 20) Assist in creating tracking logs of cases and providers caseloads.
- 21) Orders office supplies and maintains inventory for both programs, as needed.
- 22) Requests petty cash and issues cash as needed by clients for transportation purposes.
- 23) Maintains vehicle log and maintenance schedules and works in conjunction with WomanHaven Accounting Manager to assure safe operation and maintenance of vehicle.
- 24) Responsible for maintaining confidentiality, including information covered by HIPAA.
- 24) Performs other duties as assigned.

Additional Responsibilities may include:

- 1) Participate in all required staff meetings.
- 2) Perform general office duties or other responsibilities as needed and assigned.

Qualifications: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed here are representative of the knowledge, skills, and/or abilities required. In accordance with the Americans with Disabilities Act (ADA), reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Knowledge, Skills, and Abilities:

- 1) Must demonstrate superior customer service and people skills, being able to respond to the immediate needs of clients or supervisors.

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- 2) Must have effective oral and written communication skills and be able to effectively reach diverse populations and entities.
- 3) Demonstrate the ability to work independently in carrying out assignments while remaining reliable and dependable.
- 5) Ability to demonstrate basic levels of computer literacy, with a functional understanding of Microsoft Windows Operating Systems in an office setting (type 40 wpm).
- 6) Demonstrate a working knowledge of routine office hardware and equipment (e.g. printers, copiers, fax machines, etc.).
- 7) Must be familiar with entering data into a system for billing and services provided.
- 8) Must demonstrate the ability to maintain accurate records and preparing clear and accurate reports for informational, auditing, and operational use, including capacities for attention to detail and for reviewing and verifying accuracy of data.
- 9) Demonstrate the competency and integrity to maintain the confidentiality of the organization, co-workers, and client records.

Requirements:

- 1) Bilingual: English and Spanish
- 2) Translate from English to Spanish and from Spanish to English
- 3). Must pass pre-employment drug & alcohol test, pre-employment physical, and background test.
- 4). Must maintain a professional appearance and attitude.
- 5). Must abide by vehicle policies and procedures and report vehicle incidents to immediate supervisor in a timely manner.
- 6). Must maintain absolute confidentiality regarding clients per HIPAA and WomanHaven policies in the workplace and on transports.
- 7). Must be able to multitask.

Education and/or Experience:

- 1) A high school degree or GED and two (2) years of clerical experience (Required)
- 2) Bachelor's Degree in Human Services (Preferred) experience can be used in lieu.

Certificates, Licenses, Registrations:

Possess a valid California driver's license, provide proof of vehicle insurance and be insurable with the WomanHaven insurance carrier, as appropriate.

Preferred Qualifications and Contingencies:

Certification or verified training in business or clinical office administration *and* a combination of training and/or experience equivalent to four (4) years practice in a behavioral health setting is preferred for this position.

WomanHaven maintains a drug- and alcohol-free workplace, and all offers of employment are contingent on the successful completion of a criminal background check, a post-offer drug test and physical, and verification of each candidate's right to work in the United States.

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Physical Work Environment: *The description provided here is representative of those conditions in which the Administrative Assistant will be required to perform the essential functions of this position. As stated earlier, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*

While performing the duties of this position, the Administrative Assistant is situated in a standard office environment within the Wellness Program, where there is little or no exposure to variations in the weather or other similar elements, however, the Administrative Assistant will be required to move about the main center to meet with supervisors, clients, and co-workers. Consequently, the Administrative Assistant must:

- 1) Possess the mobility to work in a standard office setting (i.e. walk, stand, or sit for extended periods of time).
- 2) Possess the ability to use standard office equipment to write, type, copy, fax, or perform other duties.
- 3) Possess the strength to lift and carry supplies weighing up to 10 lbs repeatedly and up to 30 lbs intermittently.
- 4) Possess the visual acuity to read printed materials and a computer screen.
- 5) Demonstrate hearing and speech capabilities that allow him/her to communicate in person and over the telephone as required.

Disclaimer:

This position description lists the major duties and requirements for the Wellness Program and BIP Administrative Assistant position as established by subject-matter experts at the time of this document's creation.

Employee Affirmation:

I have thoroughly read the attached position description for the position of Administrative Assistant. Any verbal explanations that I have requested concerning the information in this position description have been provided to me to my satisfaction.

Employee Name (Print) : _____

Employee Signature: _____