



The Lighthouse Child Advocacy Center Administrative Assistant Job Description

Answers to: Supervisory Therapist / Executive Director

JOB TITLE: Administrative Assistant

Hours: Full-time - 35+ hours per week, Monday-Friday

Position specifics: Salary commensurate with experience. This position is full-time at 35+ hours per week. This position is a salaried position entitled to all employee benefits (paid vacation and sick leave, paid holidays, health, dental and vision insurance, and retirement plan).

JOB DESCRIPTION

The Administrative Assistant position will work closely and report to the Supervisory Therapist. The Administrative Assistant functions as a support position for the mental health portion of the Lighthouse CAC. This position will help meet the clerical and customer service needs of children and families referred for mental health services. In addition, the Administrative Assistant must be able to communicate well and be able to establish rapport with patients, families, CAC staff, and MDIT members. He/she must be sensitive to the needs of the community, its cultures, traditions, and values. The Administrative Assistant will also have a strong knowledge of the CAC process and NCA Accreditation standards and ensure all mental health program objectives are being met.

RESPONSIBILITIES

- Serves as initial point of contact for all referrals.
- Schedule clients for appointments, including reminder calls/texts, and correspondence.
- Registers new patients and updates existing patients' information.
- Provides administrative support, such as: correspondence, data input filing, assembling files, and other duties.
- Provides assistance in implementing a billing system for third party eligibility; acquires insurance pre-approval when needed.
- Sets up, maintains, produces reports, and provides accurate information on mental health program at the supervisor's discretion.
- Implement and ensure compliance of effective organization systems.
- Maintains files of clients and other information.
- Maintains confidentiality of children, families, staff, and CAC, including information covered by HIPAA.
- Answers incoming calls, provides accurate information, and directs calls as needed.
- Attends meetings as indicated by Supervisor.
- Operates and maintains offices equipment in a safe manner.
- Works as a member of the Lighthouse CAC team, promoting the mission and philosophy of the organization.
- Participates in activities that further own professional development.
- Provides excellent customer service to all staff, clients, and contacts of the CAC.
- Able to work under pressure to meet timelines.
- Able to identify and communicate suggestions for improved efficiency.
- Work with Family Advocates to coordinate crisis services and interventions for clients referred to the CAC.

- Will act as a liaison between the CAC office and MH office
- Maintain and report service data on all clients who receive therapeutic services for applicable grants on paper records and Collaborate case tracking software.
- Participate in CAC staff meetings and professional development sessions as assigned by Supervisor.
- Ensures that the mental health building is clean and presentable at all times.
- Assists with other ancillary needs as directed such as: outside referrals, outreach activities, and coordination of care with outside agencies.
- Follow agency policies and procedures.
- All other duties as assigned by supervisor or Executive Director.
- Testify in court when subpoenaed.
- Transport clients as needed

QUALIFICATIONS

Minimum of an Associates Degree or equivalent required. Experience working with children is required. The candidate must have reliable transportation and a valid driver's license and proof of insurance. (A criminal background check, fingerprinting, and a child abuse registry check will be conducted in accordance with the Volunteers for Children Act Public Law 105-251.)

SKILLS

- Excellent written and verbal communication skills and ability to communicate with wide range of individuals from different backgrounds.
- Must demonstrate superior customer service and people skills, being able to respond to the immediate needs of patients and supervisors.
- Ability to work with diverse clients in stressful situations.
- Knowledge of the child abuse/neglect, sexual assault, domestic violence dynamics.
- Knowledge of the stages of child development.
- Knowledge of community resources.
- Ability to maintain effective and harmonious working relationships with the Lighthouse CAC staff, the public, and with professionals of other disciplines.
- Ability to maintain confidentiality.
- The ability to consistently demonstrate professional behaviors and leadership skills that are in support of the vision, mission, and philosophy of the Lighthouse CAC.
- The ability to work well without constant supervision.
- The ability to work well as a team member.
- Must demonstrate the ability to maintain accurate records for informational, auditing, and operational use, including capacities for attention to detail and for reviewing and verifying accuracy of data.
- Ability to be flexible in your work schedule to accommodate victims to a reasonable degree.

Direct Supervisor: Supervisory Therapist

Competencies

To perform this job successfully, an individual should demonstrate the following competencies:

- ❖ **Interpersonal skills** – Maintains confidentiality; keeps emotions under control; remains open to others' ideas and tries new things
- ❖ **Oral Communication** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings
- ❖ **Written communication** – Writes clearly and informatively; Edits work for spelling and grammar; able to read and interpret written information
- ❖ **Teamwork** – Balances team and individual responsibilities; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed
- ❖ **Ethics** – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values
- ❖ **Organizational Support** – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; respects diversity
- ❖ **Judgement** – Displays willingness to make decisions; exhibits sound and accurate judgement; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions
- ❖ **Motivation** – Sets and achieves challenging goals; measures self against standard of excellence
- ❖ **Planning/Organizing** – Prioritizes and plans work activities; uses time efficiently; sets goals and objectives; develops realistic action plans
- ❖ **Professionalism** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments
- ❖ **Quality** – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality
- ❖ **Adaptability** – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events
- ❖ **Attendance/Punctuality** – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time
- ❖ **Dependability** – Commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan
- ❖ **Initiative** – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; looks for and takes advantage of opportunities; asks for and offers help when needed