

**Jefferson County
Position Description**

Name: _____ **Department:** Human Services
Division: Behavioral Health

Position Title: Administrative Assistant II - **Pay Grade:** 3 **FLSA:** Non-exempt
Integrated Behavioral Health Treatment Services

Date: February 2023 **Reports To:** Mental Health/AODA Manager

Purpose of Position

The purpose of this position is to provide a wide range of mid-level administrative and office support activities for the Integrated Behavioral Health Outpatient Clinic to facilitate efficient operations to best meet the needs of the clients and/or consumers.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Communicates directly with consumers to assist in problem-solving issues related to enrollment and coordination of care, as well as processing referrals.
- Facilitates Open Access enrollment and coordinates with various departments within the agency to ensure timely and accurate enrollment for consumers.
- Coordinates with team members across the agency to advance the facilitation of clinic care and treatment of consumers.
- Schedules appointments and maintains calendars essential for meeting critical deadlines and time-frames.
- Performs general clerical and customer service duties such as answering phones, greeting the public, answering general questions, processing mail and ordering supplies.
- Creates, updates, and completes a variety of documents, including memos, letters, forms and reports.
- Provides monthly, quarterly, and annual reports of client activity of admissions, discharges, and current numbers.
- Reviews and communicates Emergency Mental Health (EMH) log entries to appropriate personnel for case management.
- Participates in program audits and reviews, providing data and information requested and running specialized reports. Reviews files to ensure paperwork is complete and correct for billing purposes.
- Performs data entry accurately, including maintaining master directories such as client lists and consumer medications lists.
- Sets up, organizes, and maintains files, which may include opening and closing files as well as ensuring proper documents are included in the file.
- Releases records in accordance with department policy and Federal and State regulations, ensuring validity, redaction accuracy and applicable fees. Disposes of records per County's record retention policy.
- Provides backup to other administrative staff.
- Practices competent motivational interviewing techniques, if applicable.

- Supports and enhances a trauma-informed care environment.
- Completes annual compliance training and adheres to Human Services compliance policies and procedures. Complies with County HIPAA Policies and Procedures.
- Adheres to and promotes safety as a priority in the workplace.
- Demonstrates dependable attendance.
- Performs other duties as assigned.

Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

- When working in the Economic Support Program, assigns eligibility determinations for processing to case managers in a timely and accurate manner.
- Works with program providers to ensure training has been met.
- Maintains Chapter 51 Order Information on a monthly basis, track and record information, provide follow up and reporting.
- Assists internal compliance with auditing records to meet state and federal mandates.
- Maintains CLTS Wavier waitlist and communicates with families as to status.
- Processes juvenile referrals and cases, monitors timelines and response to ensure compliance.
- Manages court notices and scheduling.
- Performs Notary Public duties.
- Monitors documentation for Medicaid billable programs.

Minimum Training and Experience Required to Perform Essential Job Functions

High school diploma or equivalent with one to two years related experience and/or training required; or associate's degree; or equivalent combination of education and experience.

Preferred Training and Experience Required to Perform Essential Job Functions

Three years related experience and/or training; or associate's degree and one year experience; or an equivalent combination of education and experience.

Other Requirements – Certificates/Licensures

None.

Knowledge, Skills, Abilities

- Ability to meet stringent deadlines and to accurately perform and complete written and oral procedures applicable to assigned duties.
- Ability to reliably and predictably carry out one's duties.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to work effectively with individuals and families to assist them in solving physical, mental, and social problems, with members of the mental health team and other allied professionals.
- Ability to work with challenging situations where clients may be hostile or aggressive.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Knowledge of County government organization and operation and interrelationships between governments and the community.
- Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of administrative practices and procedures; business English, spelling, grammar; operation of office equipment; word processing, databases, scanning, presentation, and spreadsheet software.
- Skill in prioritizing workload, developing action plans and meeting deadlines.
- Skill in operating a personal computer, laptop, and other department office equipment using applicable department software, Microsoft products, web-based systems, and performing data entry.

Supervision

None.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee

Date

Supervisor

Date

Human Resources

Date
