



HALE 'OPIO KAUA'I
INC.

HALE 'OPIO KAUA'I, INC

Job Description

JOB TITLE: Treatment Programs Administrative Assistant
PROGRAM: Treatment & Residential Programs Department
REPORTS TO: Treatment Programs Director
TYPE OF POSITION: Non-Exempt

APPROVED BY:  **DATE** 2/7/2023
Executive Director

SUPERCEDES JOB DESCRIPTION DATED: 9/17, 2/18, 11/18 (Treatment Programs Coordinator), 2/23

I. JOB SUMMARY: Under the supervision of the Treatment Programs Director and in keeping with the mission and values of the organization, organize and supports the administrative functions of the department, including consumer billing, credentialing, chart management, program support, etc.

II. QUALIFICATION REQUIREMENTS:

Skills/Knowledge: Proficient in MS Office and communications technology. Knowledge of non-profit human resources is preferred.

Education/Training: AA in business with updated training in office service functions is preferred but not required.

Experience: One year of experience in a clerical position, preferably in a social services agency.

III. ESSENTIAL JOB FUNCTIONS:

- Maintains consumer and professional parent confidentiality on all levels.
- Demonstrates acceptance and implementation of the organization's philosophy of family-centered, strengths-based, youth-driven collaborative services.
- Provide leadership and standard setting for the entire organization.
- *Residential & Treatment Programs Department support*
 - Serves as primary support to Clinical Director
 - Serves as primary support to Treatment Programs Director
 - Coordinating and reporting on programs and services.
 - Creating, collating, and assembling required documents.

- Collect, file, and maintain required client/participant and program documentation.
- Maintaining linkages with agencies and constituencies to ensure effective communication and treatment collaboration.
- Assist with the monthly and quarterly census as assigned.

- Serves as a support to Professional Parents (PP) and Treatment Programs staff.
- Receive, print, and track all clinical staff notes and PP daily notes.
- Process and file notes and any forms about each client in chart records weekly.
- Process and file PP evaluations, supervisions, training, and any related forms in the staff chart folder.
- Create or update any forms as needed or as directed.
- Maintain an ample supply of intake packets, PP forms, and related program forms.
- Assist TPD in coordinating all pre-service and in-service training.
- Coordinate recruitment and initial screening for prospective employees and Professional Parents (i.e., receiving applications, running background checks, active credentialing).
- Provide required documentation for licensing, credentialing, and other agency audits and reviews.
- Maintain linkages with agencies and constituencies to ensure good communication and information sharing.
- Participate in all multi-agency projects, training, and meetings as required.

- *Credentialing*
 - Serves as the lead Credential Specialist.
 - Oversees the initial and recertification of all treatment staff, PP, to include the Quality and Insurance Tracking system.
 - Develops, organizes, and maintains all client records through the Quality Assurance tracking system.

- *Billing*
 - Coordination on receipt of service authorizations.
 - Processes MTPSs by the 5th of every month.
 - Enters CAMHD consumer billing.
 - Confirm and accept all billings submittals.

- Demonstrates ability to work independently and proactively.
- Attends training and meetings as required.

IV. OTHER JOB FUNCTIONS:

- Participate in all Risk Management & Prevention Committee meetings as Treatment Department Representative.
- Performs other tasks as assigned.

V. WORKING CONDITIONS:

Environment: Air-conditioned office setting with little or no exposure to extremes of heat, noise, or health hazards; occasional meeting facility or conference setting. Off-island travel may be required.

Equipment Use: Telephone, all standard office equipment, and a passenger vehicle.

Work Hours: Monday - Friday 8:30 am - 4:30 pm preferred, flexible hours available depending on need, possible weekends and evenings during audits

VI. PHYSICAL DEMANDS: Must be able to perform job duties at a computer/desk for long periods; lift, carry, push, or pull up to 30 pounds and infrequently up to 50 pounds.

VII. MENTAL DEMANDS: Frequent work under pressure, or deadlines, attention to detail, frequent decision-making, and use of judgment and discretion. Ability to prioritize and manage multiple tasks and a changing workload. Ability to work effectively in a high-traffic area.

VIII. COMMUNICATION DEMANDS: Frequent reading and writing required; requires the ability to interpret written and oral needs/requests of others; must work collaboratively as a member of a team; must relate well with and work cooperatively with different ethnic groups and be sensitive to the cultural, language or dialect, financial, and educational diversity of colleagues and consumers.

IX. OTHER: Must have access to a vehicle, and if driving, must have a valid driver's license, safe and responsible driving record, and current no-fault auto insurance, with a minimum of \$100,000.00 bodily injury liability coverage.

This job description is intended to indicate the kind of tasks and work difficulty required of the position given the title **Treatment Programs Administrative Assistant** and shall not be construed as declaring all the specific duties and responsibilities. It is not intended to limit or modify the supervisor's right to assign, direct, or control employees' work under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of a similar kind or level of difficulty.

Employee's Acknowledgment _____ Date _____