

## **JOB DESCRIPTION**

<b>POSITION:</b>	<b>Residential Office Coordinator</b>
<b>REPORTS TO:</b>	Program Manager
<b>SUPERVISES:</b>	Designated support staff or volunteers
<b>PRIMARY FUNCTION:</b>	Provide general office management and residential operations support for 24hour residential treatment program serving approximately 24 patients
<b>CLASSIFICATION:</b>	Full-time, hourly/non-exempt position working Monday through Friday 8:00 AM to 5:00 PM with infrequent weekend and evening tasks or emergencies

### **PRIMARY RESPONSIBILITIES:**

This position is a top administrative leader and “go-to” person for a residential treatment center providing comprehensive chemical dependency and mental health services. Work has much variety but requires an intelligent, detail-oriented, individual who is highly skilled in Microsoft Office and able to conduct general administrative activities with little direction. Must demonstrate knowledge of and compliance with policies and procedures, maintain confidentiality with and protect patient health care information. Will involve day to day patient interaction and will show professionalism, empathy and adherence to organizational mission at all times when interacting with patients, referents, and community agencies. Maintain positive relationships with coworkers and respects boundaries.

Specific duties include, but are not limited to:

- Provide administrative support to Program Manager and clinical team, oversee the maintenance of adequate supplies, food orders, working equipment, and general cleanliness and order of office building.
- May be assigned supervision of 1-2 key support staff, e.g., Lead Patient Specialist, Engagement Specialist, Case Manager or Receptionist.
- Assist in monitoring calendars of supervisors and assist with arranging program meetings and events.
- Oversee and/or monitor phone and front desk reception to assure that the staff reflect professionalism, caring and empathy.
- Coordinate with Purchasing Assistant in Accounting to complete orders of office supplies, furniture, and new equipment as requested.
- Oversee work order requests, courier pick-up and delivery, equipment maintenance, and lab pick up.
- Assist in typing, preparing and copying residential program documents, forms, and reports.
- Organize and maintain a system of order in electronic and hard files and serve as facility resource on technology operation and orienting new staff to facility operations, software and equipment.
- Pick up mail at post office, and open, date and sort mail; make bank deposits and run errands.
- Coordinate archiving of closed records and handle all records requests, including responding to subpoenas, developing invoices for requested records, and transmitting requested records.
- Maintain petty cash drawer, prepare reports following company procedures and monitor postage meter, refilling when needed.
- Assist with checks of patient possessions, gifts, donations and inventorying of valuables, documenting as required by company procedures.
- Ensure monthly fire drills are conducted, evaluated and documented to head office as well as assist during funder and accreditation audits, surveys and reviews.
- Make arrangements for hosted meetings, including arranging food orders, taking notes and drafting meeting notes when assigned.
- Prepare contract data reports (written or electronic) needed for Accounting to complete invoices and billing activities, check requests, credit card documentation.

- Participate in staff meetings, employee training, and organizational committees as assigned.
- Perform other duties as assigned.

**ESSENTIAL SKILLS AND FUNCTIONS:**

- Intelligent, highly organized, detail-oriented and able to effectively problem-solve with minimal direction.
- Take leadership in monitoring the facility and supply needs of the program, assuring it is maintained in an organized, clean manner.
- Demonstrated ability to handle confidential business and personnel matters with discretion and diplomacy.
- Proficient in Microsoft Office, including Excel, and able to format and index large documents for placement on the company intranet.
- Analytical skills necessary to prepare tables and graphs in Excel, prepare income/expense tabulation.
- Demonstrate effective oral and written communication, as evidenced by professional, accurate correspondence and reports and professional demeanor and presentation.
- Reliable attendance and willingness to take on new tasks or relieve other staff at times.

**MINIMUM QUALIFICATIONS:**

- At least 3 years of responsible administrative support experience in an office setting, ideally with a health or behavioral health care organization.
- Demonstrated strong keyboard and computer skills; able to prepare properly formatted, error-free professional documents.
- Have current CPR card or obtain within 1 month of start of employment and renew annually.
- Possession of valid Washington State Driver's License and agreement to maintain proof of current liability insurance. Should have personal vehicle available during work hours that can be used to conduct errands (reimbursable).
- Ability to pass a post-offer, pre-employment drug test and agreement to agency's drug free workplace policies, including compliance with random and/or for-cause drug-testing.
- If residential facility has non-smoking policies, employees must follow the program's specific procedures around smoking that may include not smoking within vision or 2 blocks of the facility.
- Offer of employment is conditioned upon Criminal Background Check from the Washington State Patrol.

**PHYSICAL DEMANDS:**

Employee will work in a 2-story building with no elevator, so must be able to go up and down stairs. The duties are performed primarily in an office setting, requiring sitting, walking, typing, use of fingers, and reading files and documents. Work at a computer station for approximately 3 to 6 hours a day. Job requires regular sitting, standing, walking, stooping, bending, kneeling, crouching, reaching, pushing, pulling, twisting, and writing. While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle or feel objects, implement office equipment, talk and hear, stand and walk, reach with hands and arms, and stoop or kneel. Employee must occasionally lift up to 40 pounds. Specific vision abilities required by this job include close, distance and color vision and the ability to adjust focus. Employee may be required to move beds or lift light furniture. **Language Skills:** Ability to read and understand procedures, memos and forms. Ability to write clearly and cohesively and to record patient observations effectively orally and in writing. **Reasoning Ability:** Ability to assess situations, analyze options and apply procedures to interactive situations. **Work Environment:** The noise level in the work environment is usually moderate, with noise generated by adults rather than machines.

**DISCLAIMER:**

Evergreen Recovery Centers reserves the right to modify, interpret, or apply this job description in any way the company desires. This job description in no way implies that these are the only duties, including primary responsibilities, to be performed by the employee occupying this position. This job description is not an employment contract, implied or otherwise. The employment relationship remains "at-will". The aforementioned job requirements are subject to change to reasonably accommodate qualified disabled individuals.

**ACKNOWLEDGEMENT:**

I acknowledge that I have read this job description and the requirements set forth above and certify that I meet these requirements and can perform all these functions.

\_\_\_\_\_  
Employee

Date\_\_\_\_\_

\_\_\_\_\_  
Supervisor

Date\_\_\_\_\_