

**SITKA COUNSELING & PREVENTION SERVICES, INC.**  
**JOB DESCRIPTION**

<b>Title: Administrative Coordinator / Receptionist</b>		<b>Classification:</b>	
<b>Supervised by:</b> Program Manager		<b>Status:</b> <input type="checkbox"/> Regular Full-time / Part-time at least .75FTE  <input type="checkbox"/> Temporary	
<b>Department /Program:</b> Family Center			
<b>Salary Grade</b>	N/A	<b>Salary Range:</b> \$22.00-24.00/hr	
<b>Positions Supervised:</b>		None	

**Position Summary:**

The Administrative Coordinator/Receptionist will primarily serve as a central point of communication, client/customer interface, and administrative support for Sitka Counseling’s child and family programs: the Family Center and Nature & Nurture Therapeutic Preschool. The Coordinator functions as the primary point of contact for parents and caretakers, making routine reminder notices, rescheduling appointments, adjusting staff and transit schedules, and communicating updates and changes to the staff. Additionally, the Administrative Coordinator coordinates purchasing and inventory management, serves as the department’s safety officer, will be the primary transit driver/passenger, generates the monthly newsletter, oversees accuracy of service scheduling, and may assist in light custodial work while maintaining a professional and therapeutic office environment. In communicating with client families, other providers, and the public (as well as internally), the Coordinator will convey professionalism and courtesy, uphold strict confidentiality and privacy standards, and maintain positive rapport with community/state partners and coworkers.

The Coordinator will be well-versed in navigating the agency’s electronic client record system, managing incoming and outgoing documents and communications, and will provide data entry to support billing. This team member will not be expected to provide direct services to clients but will provide scheduling and administrative support to Clinicians, Program Managers, and other providers to facilitate the service schedule and communication.

**45% -- Reception and Scheduling:** Responding to (and documenting, as appropriate) phone calls, text messages and emails; Making appointment reminders; (Re)scheduling appointments; Updating staff assignments in Carelogic and communicating changes to appointments and transits to the staff; Faxing referrals or otherwise communicating with other providers, community partners, client families, etc. – and scanning documents into client electronic record; Managing client information and records and ensuring privacy and confidentiality standards; Assisting in planning trimester service schedules and entering recurring appointments and meetings onto staff schedules.

**35% -- Administrative Tasks:** Serving as program Safety Officer, providing routine safety checks and facilitating repair/correction of any safety issues; Overseeing maintenance and cleaning schedule for program motor pool vehicles; Submitting work orders and maintenance requests; Assisting in routine grocery shopping and supply runs, procurement/purchasing, and ISA orders for clients; Maintaining professional, presentable, and therapeutic physical environment; Providing data entry to support billing and documentation of services (AKAIMS); Quality assurance measures; Produce monthly Child and Family Services newsletter for families and partners; Support respite care services and other programming of the department; Assist with updating and managing forms, handbooks, print media, social media, and online information.

**20% -- Transit:** Coordinating and disseminating updated routes, timelines, and staff assignments for pickup and drop-off transits; Serving as primary transit staff member (driving or accompanying another driver).

**Credentials, Experience, & Skills:**

21 years of age or older; Administrative and customer service experience required; Experience working within a mental health setting or working with children and families strongly preferred; Demonstrated proficiency in written and oral communication; Ability to both work as part of a team and to complete tasks independently; Attention to detail and accuracy; Demonstrated skills in time management, organization, problem-solving, conflict mitigation, deadline-driven tasks, general computer literacy and documentation. Ability to practice and convey unconditional positive regard, confidentiality, and professionalism to clients and families at all times.

### **Essential Functions:**

- Provides reception for both Child and Family Services programs – responding to phone calls, emails, and text messages; Documents and relays information as appropriate to pertinent parties.
- Manages client records and information while ensuring confidentiality and privacy standards (including HIPAA); transmits referrals or documents internally and externally; adds documents and transmissions into client electronic record.
- Provides daily appointment reminders. Schedules and reschedules appointments.
- Updates staffing schedules and CareLogic schedules when adjusting for staff absence, cancelations, and no-shows, disseminating updates to staff in a timely fashion.
- Manages transit schedule for client pickup and drop-off and serves as primary transit provider (either driving or as secondary staff member).
- Establishes trusting, positive, and constructive working relationships and rapport with clients and their families, agency employees, providers, and community partners.
- Transports clients to and from services in agency vehicle, maintaining appropriate documentation of transport and monitoring general operability of vehicles (such as refueling and reporting maintenance issues).
- Performs routine safety inspections and checklists of physical spaces and facilities, addressing any safety concerns. Manages safety equipment and ensures working order. Submits work orders and maintenance requests.
- Maintains professional and therapeutic lobby spaces/environments, periodically providing some light custodial duties.
- Produces monthly newsletter to highlight program updates and to engage families and partners.
- As an approved purchaser, provides weekly grocery shopping and supply runs; prepares/places/tracks orders for the department and for client ISA materials.
- Assists with AKAIMS data entry for billable services.
- Supports general administrative needs of Clinical Director, Program Managers, and Clinicians – and the programs as a whole.
- Helps to maintain updated forms, files, drives, handbooks, training materials, social media and online information for Family Center and the Therapeutic Preschool programs.
- Assist with quality assurance measures for both programs as needed.
- Work closely with Case Manager to draft each trimester service schedule and enter recurring appointments and meetings on staff CareLogic schedules.
- May assist in onboarding new staff to administrative processes.
- Collaborates on committee work for the agency and/or represents the agency on community committees.
- Participates in weekly departmental meetings; records and posts minutes.
- Engages in weekly administrative supervision with immediate supervisor.
- Completes all required continuing education, trainings, certifications, departmental in-services, team-building exercises, and other professional development appropriate for the position.

### **Other Functions:**

- Observes all agency policies and procedures
- Ensures fidelity of programming structures and curriculum
- Fosters a supportive and inclusive climate, both for clients and for staff
- Utilizes the agency's full value contract to address concerns and interpersonal conflicts

- Adheres to agency client confidentiality policy and ethical code
- Upholds and protects the therapeutic environment

**Special Requirements:**

TB Clearance, Criminal Background Check, Alaska Driver’s License (if over 21), First Aid/CPR certification (can be obtained upon employment), Able to document 2 years of continuous abstinence if in recovery.

**Mental Demands:**

Knowledge of and ability to utilize conflict resolution skills with staff and client population, proficient oral and written communication skills, ability to complete and present comprehensive written evaluative reports, ability to apply sound judgment under stress, ability to work with a multicultural clinical population, ability to multi-task, ability to work efficiently under time demands.

**Physical Demands:**

This position consists of light work (exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently) as well as consistent attendance, stair climbing, bending, writing, reaching, sitting on the floor and/or sitting for long periods, driving, walking, reading, seeing, keyboarding, listening for prolonged periods of time, and ability to operate a computer.

**The above statements are intended to describe the general nature and level of the work being performed by individuals assigned to this role. They do not constitute an exhaustive list of all duties, responsibilities, and general expectations associated with the position.**

**I attest to the fact I am sound physically and emotionally to meet the requirements of my job duties.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director Signature

\_\_\_\_\_  
Date