



Job Title: Connect Program Assistant
Department: Connect
Supervisor: Connect Program Director
FLSA Status: Non-Exempt
Approved Date:

Position Summary

Provides high-level administrative support to the Program Director and Connect team members by providing a centralized phone number for the department and directing calls to the appropriate person, scheduling patient appointments, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, arranging conference calls, and scheduling meetings.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Acts as call center/reception for the Connect department. Answers phones and routes calls to the appropriate person.
2. Takes patient self-referrals and adds patient to the appropriate waiting list.
3. Screens incoming calls and sends messages to nursing while they are in clinic.
4. Schedules all Connect patient appointments in scheduling system, does patient reminder calls for all Connect department appointments in both counties to include; MAT clinics, BHC appointments and intakes.
5. Uses computer software to perform various tasks (i.e., EHR, Word Processing, Spreadsheets, Databases and scheduling).
6. Provides clerical support for the Program Director and Connect team, as needed to include word processing, copying, faxing, mailing, collation and distribution of printed material including prepping intake packets and taking meeting minutes.
7. Assists with the tracking of data for state and federal compliance and grant management. Compiles and submits reports, as requested by the Director.
8. Opens, sorts, and distributes incoming correspondence, including faxes and email.
9. Performs general office duties, such as ordering supplies, maintaining records management database systems, and performing basic bookkeeping work.
10. Coordinates and schedules meetings for the team. Confirms a location for meetings and orders food as needed.
11. Prepare responses to correspondence containing routine inquiries.

Competencies

To perform the job successfully, the following competencies should be demonstrated.

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High School Diploma or general education degree (GED) required; certificate or degree as an administrative assistant preferred. 2 years of secretarial experience required, experience supporting management and/or medical administration preferred.

Certificates, Licenses, Registrations

None

Physical Demands

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

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel. The employee is frequently required to sit; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

Work Environment

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

The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date