

Clinical Administrative Assistant

Position Summary

Garland Oaks, a ministry of Street Hope TN, is seeking a highly motivated individual for the position of Clinical Administrative Assistant to support the Clinical team of Garland Oaks primarily the Care Coordinator.

Professional duties will include but not limited to general office duties, attention to detail and accuracy, and ability to work independently and as part of a team. Individual must project an ongoing professional image and trauma-responsive case management for domestic minor sex trafficking survivors.

Please Note: This is a high workload and will require direct care shifts as needed. Candidates must be up to working hard, being committed, and focusing on teamwork and the utmost confidentiality.

Principle Duties

Coordinating resident care tasks are under Case Manager Supervision. The responsibilities listed are a general overview of the position and additional duties may be assigned.

- Performs a variety of administrative support which may include scheduling, booking travel, expense processing and purchasing, Ad Hoc reporting, calendar maintenance, data entry, faxing and electronic mailing, inventory management, document duplication, mail sorting, message management, receptionist tasks, special projects, and spreadsheet preparation
- Compiles, coordinate and assist in the collection, processing, and submission of data
- Creates and maintains accurate documents and records and prepares reports as requested
- Maintain appropriate professional boundaries and confidentiality
- Maintain resident consents, release-of-information forms, primary care details, etc.
- Share information with appropriate staff members and keep daily records in appropriate logs
- Maintain meticulous documentation of internal and external communications
- Maintains records of medical appointments, court appearances, or other appointments as are required by center procedure and policy

Start Date: N/A

Hours: Full-Time / Exempt

Location:

Blount County (undisclosed location)

Organizational Relationships:

Clinical Director

Education: Bachelor's Degree in Social Work (or related field)

Clinical Administrative Assistant

- Assist in arranging any necessary outside appointments during treatment
- Responsible for assisting with banking. Such as, to cash allowance checks, distributing resident funds and collecting/submitting receipts
- Supervise and transport residents as required by the program
- Take appropriate action in handling crisis situations in accordance with agency policy / guidelines and rules; this may include discipline or restraint of clients
- Responsible for maintaining accuracy of medication inventory daily and report any errors or inconsistencies to the Clinical Director
- Responsible for assisting with linkage/discharge services for clients needing, and/or are ready to move out of the Garland Oaks for various reasons

Advocacy

- Attend weekly treatment team meetings
- Maintain a professional, solution-based demeanor with outside stakeholders
- Build a strong network of outside treatment partners
- Nurture existing referral sources and cultivate new referral agencies
- Maintain ongoing professional communication with service providers
- Schedule, supervise and document all resident visitations

Support

- Provide all needed services to residents, but not limited to crisis intervention, medical advocacy, safety planning, sexual violence education, supportive advocacy, referrals, transportation, and follow ups
- Work cooperatively with all Garland Oaks staff in making sure that the needs of each resident are met
- Assist Care Coordinator with initial resident orientation, familiarizing residents to program and expectations
- Assist residents in upholding residential agreement and safety pledge

Clinical Administrative Assistant

- Model positive and appropriate boundaries with residents
- Promote and protect each resident's independence, privacy, dignity, and emotional and physical well being
- Request assistance from other staff when necessary
- Make use of Garland Oaks therapy animals as needed

Delivers Excellence Service to Meet Best Practice

- Applies knowledge of standards, established processes and procedures and maintains consistency
- Continuously improves own skills by identifying development opportunities
- Builds and maintains healthy relationships within Garland Oaks and seeks to understand leadership's priorities, colleague's working styles and develops relationships across departments
- Communicates effectively and openly shares information with others and communicates in a clear and courteous manner
- Serves others with compassion by investing time to understand the problems, needs of others and how to provide excellent service
- Solves complex problems and seek to understand issues, solves routine problems, and raises proper concerns to supervisors in a timely manner
- Performs excellent work by checking work quality before delivery and asks relevant questions to meet quality standards
- Ensures continuous improvement by showing eagerness to learn new knowledge, technologies, tools or systems and displays willingness to go above and beyond
- Demonstrates accountability by taking responsibility for completing assigned activities and thinks beyond standard approaches to provide high-quality work/service
- Steward's organizational resources by displaying understanding of how personal actions will impact departmental resources
- Generates new ideas and willingly proposes/accepts ideas or initiatives that will impact day-to-day operations by offering suggestions to enhance them

Clinical Administrative Assistant

- Applies technology and absorbs new technology quickly; understands when to utilize the appropriate tools and procedures to ensure proper course of action
- Adapts to change and embraces change by keeping an open mind to changing plans and incorporates change instructions into own area of work

Compliance Responsibilities

- Assure that monthly and annual reports on forms furnished by DCS are submitted, as well as any special reports that may be required from time to time
- Comply with all state and national Standards of Accreditation and Certification
- Prepare for and participate in all reviews, audits, and surveys of the agency
- Ensure all activities within the agency conducted within the guidelines and regulations of Federal HIPAA requirements
- Thoroughly learn and enforce all standards as set forth by agencies, licensures, and Fire Marshall
- Demonstrate appropriate compliance reporting. Candidate is required to keep documentation regarding individual, group, and third-party interactions, meetings, and outcomes. Submit all required reporting on or prior to deadlines and maintain all requisite paperwork contained in the resident's chart
- Inform clients of Garland Oaks policies, procedures, rights, and responsibilities
- Support enforcement of policies utilizing Garland Oaks Safe Home protocols for resident behavior and documenting any violation of said protocols

Education, Experience, Other Qualifications

A. Education

- Bachelors' preferred in counseling, social work, psychology, or related field

B. Experience

- Experience and passion for working with survivors of sex-trafficking is preferred
- Experience working with youth with emotional and behavioral challenges

Clinical Administrative Assistant

- Experience in crisis prevention, intervention, and conflict resolution skills

C. Skills

- **Calendar Maintenance:** The ability to prioritize and maintain calendars for scheduled meetings, appointments, events, and treatment plan deadlines. Able to accurately change or update a calendar with no scheduling conflicts
- **Document Management:** The use of a computer system and software to store, manage and track electronic documents and electronic images of paper-based information captured using a document scanner
- **Financial Processes:** Ability to monitor costs, expenses, and revenue as well as the ability to manage those costs and expenses in relation to budgeted amounts
- Knowledge of the Department of Children's Services policies and procedures, at an intermediate level, used daily in the work environment
- Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook), and other related technologies and programs
- Must possess sensitivity, patience, emotional regulation, poise, tact, diplomacy, and an ability to develop and maintain effective working/professional relationships with residents, staff, and other related professional entities
- Organized, flexible, and able to effectively prioritize in a dynamic, often intense, frequently changing environment; ability to meet multiple deadlines without sacrificing quality, accuracy, timeliness, or professionalism
- Excellent verbal and written communication skills, and be comfortable conversing with residents, staff, and professionals from a variety of state and federal agencies
Demonstrably able to understand and effectively apply complex verbal and written instructions and protocols. Able to make decisive, quick, and professional judgments related to information and critical decisions during a crisis
- Must demonstrate an ability to handle extremely sensitive, confidential information responsibly and professionally. Must demonstrate an understanding of the importance of protecting resident's confidential information adhering to all applicable laws/statutes/policies related to access, maintenance, and dissemination of personal information
- Excellent interpersonal skills and the ability to maintain a positive collaborative relationship among staff

Clinical Administrative Assistant

- Culturally sensitive in the work environment
 - Ability to demonstrate warmth and empathy when working with children and families
 - Ability to demonstrate critical thinking, at an intermediate level, in the work environment
- D. Spiritual
- Deep faith in and abiding walk with Christ, understanding of Biblical principles and of the hope, healing, and redemptive work of Christ
 - Growing spiritual life, with the desire to bring honor and glory to the Lord at Garland Oaks as well as outside the home
 - Agreement with and adherence to our Statement of Faith (The Lausanne Covenant)
- E. Other
- 21 years of age at the time of application submission
 - Be capable of picking up at least 15 lbs. and climbing stairs
 - Must meet criminal background check requirements as well as agree to release all pertinent records and supply a fingerprint sample in a manner prescribed by the TBI for a fingerprint based criminal history records check
 - Must maintain employment eligibility status
 - Provide Garland Oaks with all appropriate background and clearance documents as required by state and federal laws
 - Once hired, successfully complete the prescribed courses of training
- F. Travel
- Must possess a valid Tennessee driver's license

This job description in no way implies that the duties listed are the only ones the employee will be required to perform. The employee may be expected to perform other tasks, projects, and training as requested by his or her supervisor. Candidates must be up to working hard, being committed, and focusing on team work and leadership.