



JOB DESCRIPTION

Title: Case Management Services Administrative Assistance
Programs: Intensive Case Management, MOMS, Children and Youth Outreach and Family Strengthening
Classification: Part-Time Non-Exempt
Supervisor: Director of Intervention Services

Qualifications: Minimum of three years prior experience in a client-service or non-profit environment. Proficient with Microsoft Office XP Suite and ability to work within relational database with accuracy. Demonstrated writing, communication and organizational ability. Must be able to manage multiple priorities and work with diverse populations. Knowledge of substance use disorders and recovery.

DUTIES AND RESPONSIBILITIES:

1. Perform Receptionist duties, routing calls to staff and assisting clients; respond to requests & questions regarding programs and The Council.
2. Provide information and support to referral sources and other community stakeholders.
3. Assist the Case Management Services Clinical Supervisor in department adherence to policies and procedures.
4. Work with staff to ensure that client case files are maintained and complete, up-to-date, and in accordance with the direction of the appropriate monitoring agencies.
5. Collect and enter program evaluation surveys in database.
6. Oversee ordering and maintaining supplies for staff.
7. Assist the Case Management Services Clinical Supervisor in stakeholder outreach and the distribution of program marketing materials.
8. Maintain quality assurance measures for case management service programs.
9. Other duties as assigned by supervisor and/or management staff.
10. Assist Case Management Services Clinical Supervisor with processing billing each month.
11. Train appointed volunteers on phone and other administrative duties.

Salary Range:

Revised: March 2019

Employee Signature

Date

Supervisor Signature

Date