



JOB DESCRIPTION

Title: Administrative Assistant
Classification: Full-time/Non-exempt
Reports To: Program Manager/Supervisor/Director/Department Head

Overview

POWER's mission is to help women reclaim their lives from the disease of addiction to alcohol and other drugs, and to reduce the incidence of addiction in future generations. We are an agency committed to providing quality gender-responsive, trauma-informed treatment and recovery supportive services to women with substance use and co-occurring disorders.

The Administrative Assistant plays a critical role in supporting the team by providing administrative support to the Manager/Supervisor, staff and overall program or department to ensure the most efficient and effective day-to-day operations. Essential duties include providing excellent customer/client services via phone and in person; referring callers to the appropriate departments; assisting clients with forms. The position is considered a crucial link between the client and the care delivered by clinical staff of POWER Connection program. The Administrative Assistant must work collaboratively with all Clinical staff in support of direct patient services, exhibiting flexibility and a "can do" attitude. Client services are the key priority in this position requiring the Administrative Assistant to serve as a point of contact with other internal and external departments, all with the goal of fostering an environment which promotes client and guest comfort and trust.

Essential Duties and Responsibilities

Administrative/Clerical

- Provide administrative support for the POWER Connection program including data entry, spreadsheet analysis, typing, filing, copying, faxing, taking minutes at meetings.
- Maintain program files, records, logs; including maintaining relevant program manuals, policies and procedures and forms.
- Serve as liaison to contractors, cleaning services, maintenance, service vendors, etc.
- Create, label and maintain all POWER Connection Mentor files through all phases of service delivery from referral through discharge.
- Organize, maintain organization, and discharge all Addiction Counselor files.
- Maintain and keep CYF release forms and other necessary forms available at all the CYF locations.
- Serve as a courier between each of the various CYF offices and the main POWER office.
- Organize and maintain closed files for the 5 CYF offices (NRO, CRO, LEX, SRO, and MVRO).

- Work with the POWER Connection supervisors to help provide a smooth and consistent work environment regarding charts and documentation.
- Aide in providing quality control of files and ensure all paperwork is updated, consistent, and the quality of the paperwork meets the organization's expectations and standards.
- Assist with incentives for clients of mentors.
- Utilize Celerity when necessary or as needed to: check information, fill-in missing information and check d/c and other information.
- Assist with rescheduling of POWER Connection clients.
- Complete progress notes, assign staff to clients, and update demographics in Celerity.
- Complete Contacts and assign staff in KIDS (CYF Electronic records).
- Send scheduling emails to CYF caseworkers.
- Assist Intake supervisor with client discharges.
- Complete special projects as needed to assist POWER Connection.
- Register, discharge, and update client record in POWER's Database.

Collaboration

- Work in partnership with agency administrative support team on special projects as needed.
- Provide back-up support to other programs and departments as needed.
- Participate in meetings and staff development/training activities as required.

Requirements

- High school diploma or GED required; associate's degree and/or formal administrative support training preferred; plus two or more years of relevant experience as an administrative support staff.
- Excellent computer skills, especially with Microsoft products including, Word, Excel, Publisher, etc.; working knowledge and/or experience with Access databases and/or experience with an EMR system a plus.
- Excellent organizational and time-management skills, good multi-tasking abilities, strong verbal and written communication skills and a friendly team player.
- Value for and ability to deliver excellent customer service.
- Personal recovery experience not required, however, knowledge of drug and alcohol or mental health programs and recovery support systems helpful.

- Valid PA driver’s license.
- Self-directed and flexible to meet the needs of administration and management, and ability to manage multiple tasks.
- Understand and support a trauma informed system of care.
- Model and support clients and staff in health and wellness activities and with using healthy coping skills.
- Support organization’s mission with a sensitivity of cultural diversity and workplace harmony.
- Ability to secure Act 33 and 34 clearances.

Working Conditions

- Ability to work in POWER’s various program sites and offices.
- Ability to work the hours necessary to complete the work.
- Ability to climb stairs and lift light boxes.

Disclaimer

- Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to do this job at any time.
- This job description reflects management’s assignment of essential functions; it does not restrict or prescribe the tasks that may be assigned.
- Critical features of this job have been described in the narrative. They may be subject to change at any time due to reasonable accommodation or other reasons.

POWER is an equal opportunity employer and provider

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____