



POSITION ANNOUNCEMENT

POSITION: Program Assistant – Counseling Center

LOCATION: 2750 Sutterville Rd. Sacramento, CA 95820

SCHEDULE: Monday – Friday, 8:30am-5:00pm. Evenings and/or weekends based on program needs.

SALARY: \$23.10 - \$25.98 per hour, to start

Founded in 1867, the Sacramento Children's Home is the oldest active charity in Sacramento and among the most highly respected. SCH is an equal opportunity employer who values an inclusive work environment that celebrates and recognizes the diversity of its employees. At SCH, we appreciate that having employees of many different backgrounds strengthens our organization, and we strive to create a workforce that reflects the diverse and culturally rich communities that we serve.

OVERVIEW: The Program Assistant provides organizational and administrative support for the efficient operation of the Counseling Center and manages verification of Medi-Cal eligibility for the program. This position comes in contact with confidential information and as such must maintain the program standard of strict confidentiality.

DUTIES:

1. (85%) Administrative Duties

- Assists with client intake duties, including but not limited to, creating intake packets for clinicians and working with clients/caregivers to gather necessary signatures on various intake forms.
- Maintains forms and computer templates.
- Tracks completion of intake and reauthorization forms.
- Prepares response to request for medical records; seeks approval from the applicable clinician and Senior/Associate Clinical Program Manager, sends out approved records. Enters medical records response data into QI spreadsheet.
- Prepares correspondence for the program, including but not limited to, memos, letters, faxes, etc., as needed.
- Copies and distributes reports, notices, forms, etc., as assigned.
- Scans all relevant documents into EHR in a timely manner.
- Faxes documents upon request in a timely manner.
- Ensures that security and storage of client PHI are in compliance with confidentiality regulations.
- Greets guests arriving at the site in a friendly and courteous manner.
- Provides a warm and positive reception to clients as they arrive for services on site as well as on the phone.
- When clients experience crisis while in the office or on the phone, responds supportively and in a non-judgmental manner. Follows safety protocols and refers to clients to resources or appropriate staff as needed.
- Checks client Medi-Cal and maintains regular communication with the team and family when eligibility changes.
- Checks messages daily and screens daily phone calls to determine the appropriate contact person or service needed and directs the call to the proper staff member, taking messages, as necessary.
- Monitors and schedules psychiatric intakes in coordination with Senior/Associate Clinical Program Manager and Clinicians.
- Coordinates client medication needs with staff, Senior/Associate Clinical Program Manager, psychiatrist, and pharmacy as needed.
- Ensures delivery of psychiatric monthly appointment reminders via mail, text and phone and scheduling interpreters for monthly appointments as needed.
- Obtains input from Clinical Program Manager in reviewing the efficiency of the current system and developing new systems.

- Organizes and identifies needed office supplies and maintains regular ordering in line with program needs and expectations.
- Picks up, distributes and sends mail from the program and main building daily.
- Maintains a clean and neat office space.
- Reviews and submits service verification (and other relevant data) to QI department.
- Process CPS reports and distribute Incident Reports (IRs) according to guidelines and enter data into IR database.
- Run various SmartCare reports as needed.

2. (15 %) Other Duties

- Write daily progress notes for each service (billable and non-billable) delivered within county
- Follows all program and agency policies and systems.
- Periodically audits of system and data entry to ensure accuracy.
- Participates in applicable Counseling Center and agency meetings, trainings, supervision, EHR forums, PQI meetings etc.
- Provides accurate and timely documentation of relevant information in client's EHR.
- Provides support to Medical Assistant, QI and other programs when needed.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities:

- Must be able to read, write, speak and understand the English language.
- Ability to type 50 words per minute.
- Excellent written and verbal communication skills.
- Excellent spelling and grammatical skills.
- Excellent organizational and time management skills.
- Excellent problem-solving skills.
- Ability to work with diverse staff and clients.
- Ability to manage multiple tasks at the same time in an accurate and efficient manner.
- Ability to effectively operate office equipment: telephone system, copy machine, fax, etc.
- Skill to maintain a professional, confidential work environment.
- Ability to maintain appropriate attire to present a professional appearance.
- Intermediate knowledge of Microsoft Word, Outlook, and Excel.
- Ability to effectively utilize electronic health record systems.
- Ability to establish and maintain appropriate boundaries with clients.
- General knowledge of administrative duties and office procedures.
- Knowledge of basic mathematics.
- Able to report to work on a regular and reliable basis.
- Knowledge of child abuse issues and reporting mandates.
- Able to work cooperatively with a diverse group of staff and clients.
- Ability to represent SCH values and principles in a variety of settings.
- Ability to maintain positive working relationships in a respectful and collaborative manner.
- Must be able to function independently and be able to seek guidance when necessary to assist in working with the children and families.
- Ability to relate to children and families in a positive manner.
- Ability to effectively manage stressful situations and respond to crisis in a timely and appropriate manner.
- Able to work cooperatively with a diverse group of staff and clients.
- Able to deal with volatile situations involving clients.
- Ability to work in various office locations.
- Provides services at times to meet the needs of youth and families to include evenings and weekends.

QUALIFICATIONS: Driving is an essential function of this job, and as such, employees in this position will be required to furnish their own vehicle to be used in the course of employment. A valid driver's license and minimum insurance coverage is required.

Must be at least 21 years of age.

Education and Experience:

A High School diploma or GED is required. AA or BA degree is preferred.

Two (2) years of office/clerical experience is required.

Licenses, Certifications, and Registrations:

CPR Certification is preferred or obtained within agency-required timeframe.

BENEFITS: Excellent benefits package including medical, dental, vision, life and accident insurance, short and long-term disability plans, retirement plan with company match, paid vacation, sick leave, 11 paid holidays, tuition reimbursement, professional development and career advancement opportunities.

TO APPLY: Qualified employees must submit a completed Request for Promotion or Transfer form along with their resume to Human Resources. External candidates must complete our on-line employment application available at www.kidshome.org/careers.

PLEASE NOTE: Non-SCH employees who are made an offer of employment will be required to pass a post-offer, pre-employment background process that includes passing a drug test, including marijuana. Applicants who do not pass any part of this pre-employment process will have their offer of employment rescinded.