

KAIROS

The moment when change is possible

Administrative Offices
715 SW Ramsey Avenue
Grants Pass, OR 97527
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JOB DESCRIPTION

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| Job title: | Senior Office Manager/Office Manager |
| Range: | S7 – S10 |
| Program: | Residential Treatment Home, Residential Program and/or Community Services |
| Supervisor: | Program Manager |
| FLSA Status: | Non-Exempt |
| Degree of Supervision: | Formal Supervisory Sessions Scheduled Bi-Weekly or as needed |
| Positions Supervised: | None |

Primary Purpose: The Office Manager performs routine clerical, secretarial and administrative work in answering telephones, receiving the public, providing customer assistance, data processing, and record-keeping.

Education and Experience

Three years business school or equivalent combination of education and experience. Computer/word processing skills (65 wpm preferred), demonstrated organizational and communications skills. Knowledge of Medicaid rules and fee-for-service billing preferred.

Preferred Office Experience – Customer Service, Telephone Skills, Typing, Documentation Skills, Meeting Planning, Verbal Communication, Written Communication, Dependability, and Attention to Detail.

Minimum Qualifications:

1. Provide proof of current, valid Oregon Driver's License (or if out-of-state will obtain Oregon license within 30 days), comprehensive automobile insurance (if applicable) and a safe driving record (minimum of 3 yrs.) to use company or personal vehicle for required duties.
2. Successfully pass a Criminal Background Check and Medicaid Fraud Check.
3. Obtain and maintain current First Aid and Cardiopulmonary Resuscitation (CPR) certification and Food Handlers Card.
4. Obtain and maintain current Nonviolent Crisis Intervention (NCI) Certification and demonstrate proficiency in Nonviolent Crisis Intervention (NCI) procedures.

Essential Duties and Responsibilities:

- A. Establish rapport by demonstrating and maintaining clear, consistent, appropriate, and therapeutic boundaries.
- B. Demonstrate alignment with the philosophy of Collaborative Problem Solving (CPS) and ability/discipline to utilize Collaborative Problem Solving (CPS) communication approaches in interactions with youth and young adults, families, staff, and community partners.

- C. Responsible for managing the reception area to ensure effective telephone and mail communications both internally and externally to maintain professional image.
- D. Responsible for communications internally within the respective program/building, agency as a whole and with external agencies by managing phone calls, email, interoffice mail and fax communications.
- E. Prepare and modify documents including correspondence, reports, drafts, memos, etc.
- F. Responsible for coordinating meetings and scheduling meeting spaces.
- G. Responsible for recording, compiling, transcribing and distributing minutes of meetings.
- H. Responsible for ordering, receiving, stocking and distribution of office supplies.
- I. Assure all Access admission and discharge documentation is completed.
- J. In coordination with the Access Specialist, assure pre-admission meetings, interviews, and tours are scheduled as necessary with families; orient parents and referral sources to agency/program philosophy and operations in conjunction with the Family Support Specialist assigned to the program.
- K. Responsible for managing all client hard charts, including creation, completion, auditing, transferring and archiving.
- L. Concisely and thoroughly document daily clinical and administrative information. Must adhere to Oregon Administrative Rules (OAR) and standards of care.
- M. Maintain referral and cumulative contact records on each youth.
- N. Assist the Billing Analyst and Utilization Manager in troubleshooting billing problems and discrepancies as necessary.
- O. Responsible for maintaining staff schedules, working with Program Manager and Assistant Program Manager to ensure adequate coverage is maintained for staff to client ratios and time off requests.
- P. Abide by ethical codes, mission, values, and professional standards, including confidentiality.
- Q. Actively utilize, reference, and follow agency policies, procedures, and guidelines.
- R. Present a positive attitude, professional demeanor and demonstrated respect with youth and young adults, families, staff, visitors, and community partners.
- S. Perform all work tasks in a proper and safe manner per established policies, procedures and guidelines to prevent unnecessary injury, time loss and agency expense.
- T. Comply with all federal, state and agency health and safety reporting requirements.

Other Duties:

- A. Perform other related work as assigned.
- B. Attend trainings and meetings as assigned. May be appointed to committees.

Attendance:

- A. Maintain prompt and regular attendance in accordance with company policy.
- B. Ability to be flexible and adjust schedule as necessary to fit program needs and meet the needs of youth and their families.

Physical Demands: The physical demands described here are representative of those that must be met by the staff person to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the staff person is regularly required to use hands to type, handle, reach with hands and arms; talk or hear. The staff person frequently is required to stand and walk. The staff person is

occasionally required to sit, stoop, kneel, crouch or crawl. The staff person must frequently lift and or move up to 10 pounds and occasionally lift and/or move up to 45 pounds. Specific vision abilities required for this job include close vision, distance vision, and depth perception and operating a motor vehicle.

Working Conditions: The working conditions described here are representative of those that must be met by the staff person to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the staff person is frequently exposed to loud noises, outside weather conditions such as heat, cold and humidity. The staff person is occasionally exposed to chemical solutions and body fluids.

Hazardous Conditions: Risk of verbal and physical threats and harm from clients. Possible exposure to air and Bloodborne Pathogens.

Equipment Used: May include general office equipment, such as computer, telephone, agency or personal vehicle, general cleaning supplies, and kitchen utensils/supplies.

Travel: Travel is expected for required training.

Other Responsibilities:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Duties, responsibilities and activities may change at any time with or without notice.

Staff signature below constitutes staff's understanding of the requirements, essential functions and duties of the position.

Staff signature: _____ Date _____