

# KAIROS

The moment when change is possible

Administrative Offices  
715 S.W. Ramsey Ave., Grants Pass, OR 97527  
(541) 956-4943 Fax (541) 956-5463

## JOB DESCRIPTION

<b>Job title:</b>	Receptionist
<b>Range:</b>	S4
<b>Program:</b>	Jackson Services
<b>Supervisor:</b>	Office Manager/Program Manager
<b>FLSA Status:</b>	Non-Exempt
<b>Degree of Supervision:</b>	Formal Supervisory Sessions Scheduled Bi-Weekly or as needed
<b>Positions Supervised:</b>	None

**Minimum Qualifications:** High School Diploma or Equivalent. Computer data entry training or experience; office skills training or experience; demonstrated communication and organizational skills; typing 55 wpm; customer service experience preferred.

## **TASKS & RESPONSIBILITIES:**

### I. ADMINISTRATIVE DUTIES:

- A. Work under the supervision of the Office Manager, completing a variety of tasks designed to ensure the smooth operation of the agency's office and clinical record system.
- B. Coordinate the flow of information between multiple sources including the public, staff members, client charts, agency digital files, and office voicemail boxes.
- C. Greet visitors, answer and route phone calls for staff, and check front desk voice mail routinely throughout the day.
- D. Setup and maintain clinical charts, including scanning documents into client records.
- E. Set up the treatment rooms for scheduled appointments.
- F. Perform data entry, word processing, and transcription duties as needed.
- G. Provide clerical and other necessary support to staff.
- H. Post meeting room schedules daily.
- I. Assist staff in making direct contact with families and community agencies at all phases of program services.
- J. Manage data collection and entries, including evaluative instruments.

- K. Ensure Satisfaction Surveys are distributed to all youth and families at completion of each episode of care
- L. Distribute mail and coordinate interoffice mail daily.
- M. Provide clerical support such as creating documents, copying, mailing, filing, faxing, as needed.
- N. Maintain kitchen area in order to maintain a professional environment for visitors, family members, and clients; this could include washing dishes, cleaning off counters, regularly cleaning out the refrigerator, etc.
- O. Assist in keeping client contact information up to date in electronic health record and scheduling platform.
- P. Assist clients with the completion of intake and other paperwork as needed.
- Q. Assist staff and clients in scheduling/rescheduling appointments as needed.

## II. PROFESSIONALISM

- A. Demonstrate the willingness and ability to accept direction from various agency staff in relation to agency principles and guidelines;
- B. Abide by ethical codes, mission, values, and professional standards, including confidentiality and HIPPA;
- C. Participate in continuous quality improvement efforts.

## III. LEADERSHIP

- A. Demonstrate and communicate knowledge of agency's policies, Practice Guidelines and information pathways;
- B. Demonstrate flexibility adapting to program change;
- C. Model good communication skills;
- D. Present a positive attitude, professional demeanor and demonstrated respect with youth and young adults, families, staff, visitors, and community partners.
- E. Establish rapport by demonstrating and maintaining clear, consistent, appropriate, and therapeutic boundaries.
- F. Demonstrate effective verbal intervention skills in de-escalating youth and adults and an ability to safely navigate crisis situations.
- G. Actively utilize, reference, and follow agency policies, procedures, and guidelines.
- H. 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.
- I. 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 sit, stand and walk. The staff person is occasionally required to 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.

While performing the duties of this job, the staff person is frequently exposed to loud noises, and indoor office conditions. 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 trainings and meetings.

**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 \_\_\_\_\_