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**JOB DESCRIPTION**

POSITION TITLE: Clinical Services Administrative Assistant

FLSA Designation: Non-Exempt

EEO Category: Office and Clerical

SOC: 43-6014

Last Reviewed/Updated: 08/23/2022

**Job Summary:** The Clinical Services Administrative Assistant is responsible for providing the Director of Clinical Services and the Clinical Team with high-level administrative support and assistance by completing data analysis, preparing statistical reports, handling information requests, communicating with child and family service providers, and performing clerical functions. The position will report directly to the Director of Clinical Services.

*The position may involve acquiring, accessing, using and safeguarding Protected Health Information according to applicable law and agency Policies and Procedures for Protected Health Information.*

**Mission:** To enhance the community’s ability to protect and nurture children by building, maintaining and constantly improving a network of family support services.

**Vision:** To be a recognized leader in protecting children and strengthening families through innovative evidenced-based practices and highly effective, engaged employees and community partners.

**Core Principles:** To provide a safe environment for all children. To respect the inherent dignity of children and families.

**Competencies:** Ability to be proactive, decisive and employ crisis intervention principles appropriately. Ability to perceive and communicate with sensitivity and without judgement while respecting each person’s potential.

**Core Functions:** *Provides exceptional customer service to both internal and external customers.*

* Maintains communication and positive working relationships with PSF Staff and service providers.
* Is empathic; can see things accurately from the emotional perspective of others, and cares about their well-being.
* Periodically covers front desk duties (typically 4 times per month but may vary), which includes answering incoming telephone calls and directing calls to the appropriate person/department; taking complete, clear messages as needed; and welcoming visitors to the office.

**Core Principles:** To commit to accountability using outcomes to measure performance and improve practice. To recognize that more can be done with communities as partners.

**Competencies:** Commitment to ensuring accountability and a results-based orientation. Identifies and understands what resources are available and builds and maintains effective working relationships with a network of systems.

**Core Functions:** *Provide administrative support to the Clinical Services Team.*

* Assist with Clinical Services administrative tasks associated with Higher Level of Care Staffings, psychotropic medications, Integrated Practice Team, Medicaid and CBC Integrated Health, and other programs.
* Provide needed administrative support such as filing, composing and typing emails, maintaining children’s mental and physical health records, copying, answering telephones, making phone calls, opening and distributing mail, scheduling, keeping meeting minutes, etc.
* Communication on a regular basis with DCF or other outside agencies regarding documents and referrals. Assist in creating and maintaining trackers and reports in Excel.
* Process and track referrals for Child Behavioral Health Assessments and maintain a positive working relationship with PSF’s contracted CBHA assessors.
* Upload documents in various internal and external systems.
* Work collaboratively with other departments within PSF (Eligibility, Utilization Management, Case Management Agencies, etc.) to accomplish common goals.
* Develop written materials using a high level of skill and personal critique.
* Coordinate and organize various meetings for the Director of Clinical Services and Clinical Team

**Core Principle:** To respect the diversity of all children & families.

**Competency:** Ability to lead and model diversity. Respect for each person’s dignity, individuality, and right to self-determination.

**Core Functions:** *Display understanding of, and sensitivity to, service population’s cultural and socioeconomic characteristics.*

* Understands and appreciates different views, expertise and experience of others; understands the perspectives and limitations of other individuals and systems.
* Fits pieces of information into a coherent whole and provides backup to departments as needed and/or assists with special projects.

This list of essential functions is not intended to be exhaustive. Partnership for Strong Families reserves the right to revise this job description as needed to comply with actual job requirements.

**Minimum Qualifications**

REQUIRED:

1. Two years of related work experience.
2. High School Diploma or GED required.
3. Proficiency in Microsoft Office Products, including Microsoft Excel, and spreadsheet software.
4. Related experience may be substituted on a year for year basis for the required education.

PREFERRED:

* Associate’s degree from accredited college or university.
* Experience working in the child welfare system.

**Skills:**

1. Ability to work independently and set priorities.
2. Ability to work as part of a team, and with a willingness to offer support to co-workers.
3. Ability to maintain confidentiality of sensitive data.
4. Strong interpersonal skills.
5. Ability to calmly and appropriately handle difficult situations.
6. Time management and organizational skills.
7. Ability to speak, read and write English.
8. Ability to work in a multi-task environment.
9. Ability to act efficiently to get things done.
10. Ability to extrapolate information from a variety of data and place in proper format.

**Physical Requirements**

Sitting 55%

Standing 15%

Mobility (moving between internal offices) 15%

Kneeling/Bending/Stooping 10%

Reaching, overhead 05%

Speaking  Yes   No

Hearing  Yes   No

Reading Comprehension  Yes   No

Ability to Lift and Carry Up to 35 pounds.

**Travel:**

Same Day Infrequent Occasional  Frequent

Overnight Infrequent Occasional  Frequent

Weekend and Nights Infrequent Occasional  Frequent

Infrequent (2 to 3 times year)

Occasional (2 to 3 times Month)

Frequent (2 to 3 times Week)

PFSF is an Equal Opportunity/Affirmative Action/ Drug Free Work Place and does not tolerate discrimination or violence in the workplace. Applicants requiring a reasonable accommodation as defined by the Americans with Disabilities Act, must notify the Human Resource Department at 1-352-244-1527. Notification to the Human Resource office must be made in advance to allow sufficient time to provide the accommodation.

**Drug Free Workplace:**

PSF maintains and enforces a Drug-Free Workplace program. New employees are required to be drug tested prior to employment. In appropriate circumstances, current employees may also be required to submit to drug and/or alcohol testing. Information on the Drug-Free Workplace Policy is contained in the Employee Handbook and set forth in the Drug-Free Workplace Policy, both of which are available through the organization’s inter/intranet.

**Signature Block:** By signing below, I agree and understand that I must satisfactorily perform each responsibility set forth to continue my employment with PSF.

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**Employee Name (Print) Supervisor’s Name (Print)**

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**Employee Signature Supervisor’s Signature**

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**Date Date**