

**Green County
Position Description**

Job Title: Community Support Program Secretary
Department: Human Services
Reports To: Community Support Program Supervisor
Grade: 55
Status: Full-Time
FLSA Status: Non-Exempt
Prepared By: Community Support Program Supervisor (M. Rockey)
Prepared Date: August 27, 2019
Approved By: Human Services Director (D. Williams)
Approved Date:
HR Review:
EEOC Code:
W/C Code:

SUMMARY

Under the direction of the Community Support Program Supervisor and/or Assistant Supervisor, this position is responsible for the organizing, coordinating and monitoring all non-clinical operations of CSP; providing receptionist activities including triaging calls of a multi-phone line telephone; coordinating communication between team and clients, deescalating situations with clients who have increases of symptomatology; assisting clients, their families and agencies to get answers to questions; maintaining budget records for clients; and operating and coordinating the management information system in CSP.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Greet people at CSP unit and answer telephone calls including performing the following: triage and coordinate communication between the team and clients; get answers to questions for clients, families, community resources and agencies; work with callers to relieve urgent situations or to temporarily manage them until other staff are available, attend to symptomatic behavior (e.g., shouting or pacing) of clients who come in to the CSP office; and decide when and how quickly to refer calls to other staff.
- Monitor completion and data entry of unit timesheets for payroll processing.
- Attend daily team meetings and perform shift management duties.
- Transcription of CSP Psychiatrist progress notes, court reports and comprehensive summaries.
- Enter medical assistance and private insurance billing for CSP services.
- Sort, route and prioritize mail with distribution to appropriate staff.
- Copy and duplicate forms assuring adequate supply available.
- Fill-in at the front desk of Human Services.
- Maintenance of client charts including, set up charts for newly admitted client, file materials in client charts to assure current accurate information is available, monitor clinical charts in coordination with the supervisor to assure they are being maintained in accordance with unit policies.
- Assist CSP nurses in ordering medications for clients from pharmacy according to state purchasing regulations and monitoring lab due dates.
- Keep statistical data (record admissions and discharges, protective placement and commitment extension review due dates).
- Order and maintain unit supplies, equipment and furniture and arrange for repair of equipment.

- Manage and operate a system to disperse money to clients according to individual client budgets in accordance with client's treatment plan; manage and maintain an account with a local bank for deposits and withdrawals of client budgets including a bi-weekly bank run, and manage and operate the system to document all cash transactions with receipts signed by clients upon receiving cash.
- Operate and coordinate the computer and management information systems for the program.
- Assure that office is kept in a secure manner with all confidential information being locked as well as client funds daily and prior to shift ending.
- Maintain professional conduct at all times when answering the telephone, filling in at the front desk, meeting with CSP clients and families, communicating with other agency staff. Maintaining confidentiality is mandatory.
- Other duties as assigned by the Community Support Program Supervisor or Assistant Supervisor.

SUPERVISORY RESPONSIBILITIES:

None

QUALIFICATIONS

To perform this job successfully, and individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Must have a strong commitment to the right and ability of each person served in CSP and skill and competence to establish supportive trusting relationships with persons with severe and persistent mental illnesses and respect for client rights.

EDUCATION and/or EXPERIENCE

- High School Diploma
- Education or experience in the field of human services or office management is preferred.
- Knowledge of computers and software; billing and account procedures, dictation and transcription; medical records management is required.

LANGUAGE SKILLS

- Ability to read and evaluate assessment information.
- Required to consistently communicate effectively and professionally with Green County citizens, clientele, employees, and officials.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.

REASONING ABILITY

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- The person must have people and problem-solving skills to assist and support clients with severe and persistent mental illnesses and their families

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid driver’s license along with access to an insured motor vehicle.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit, use hands, and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, walk, and stoop, kneel, or crouch. Required to be able to lift up to twenty-five (25) pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

This position description has been prepared to assist in defining job responsibilities, physical demands, working conditions and skills needed, it is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under supervision. Green County retains and serves any or all rights to change, modify, amend, add to or delete from any section of this document, as it deems in its judgement, to be proper.

This job description is not a contract for employment.

Green County is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee Signature

Date

Supervisor Signature

Date