



CHILDREN'S ADVOCACY CENTER

Receptionist/Therapy Administrative Assistant

The Children's Advocacy Center of Jackson County (CACJC) is committed to a culture of civility, respect, and inclusivity. We are an equal opportunity employer actively seeking to recruit and retain members of historically underrepresented groups and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community.

SUPERVISED BY: Executive Assistant

BASIC FUNCTION: Provide reception and support services for the CACJC; perform clerical, records-keeping and administrative services for the Therapy Department; provide back-up support to the Medical Department as needed; perform other duties as requested.

QUALIFICATIONS:

- High school diploma or equivalent.
- One year of experience as receptionist and/or clerical secretarial position preferred.
- Bilingual preferred (Spanish/English).
- Basic knowledge of English grammar and composition, spelling, secretarial practices, general office procedures and professional telephone technique.
- Proficiency in use of general office machines: copier, fax, calculator.
- Excellent technology skills and proficiency in Microsoft Office and Adobe.
- Strong organizational skills and the ability to work productively and cooperatively with staff, under minimal supervision.
- Ability to adhere to strict confidentiality policies.
- Pleasant, professional, and excellent customer service skills.
- Knowledge of child abuse system and the family dynamics of child abuse and domestic violence.
- Excellent people and communication skills.
- Ability to work on a team.

RESPONSIBILITIES:

- Answer the telephone in a cordial and professional manner; screen incoming calls; record and disseminate information promptly.
- Greet people arriving at the CACJC in a warm professional manner.
- Serve as the contact person for the Therapy Department.
- Schedule therapy department appointments.
- Maintain therapy client records as required by CACJC therapist and the program.
- Manage the therapy Electronic Health Record portal and assist clients with filling out needed paperwork, securing appropriate releases and consents forms from clients.
- Confirm current insurance of therapy and medical clients.
- Confirm client information at each appointment, updating client records as needed.
- Oversee the therapy and medical client waiting areas, maintaining safe, orderly and calm atmosphere and ensuring a neat and tidy space for clients.
- Assist clients in completing Crime Victim's Compensation paperwork.
- Administer Outcome Measurement Surveys to therapy/medical clients.
- Promote the CACJC and therapy program in a positive manner to clients, employees, volunteers and the community.
- Maintain a positive professional image.
- Enter therapy and medical client and appointment information into NCAtrak, our client database.

- Maintain confidential information and adhere to policies and procedures relating to safeguarding client information utilized by program staff.
- Score PARinc Assessments for therapists and clients.
- Encourage teamwork through cooperative interaction with employees and volunteers.
- Coordinate with Billing Clerk to ensure insurance information is correct and obtain information as needed.
- Other duties as assigned.

I understand that this is a 1.0 FTE position, based on 40 hours per week. Benefits allowed as per personnel policies are based on 1.0 FTE.

I understand that there is an initial six month probation period from hire date, with review by Executive Director and Personnel Committee at the end of six months.

I have reviewed and understand the above described functions and conditions of employment with the Children's Advocacy Center of Jackson County.

Signature

Date

Printed Name

Note: This job description is not an employment contract. Oregon is an at-will employment state.