



POSITION DESCRIPTION

Administrative Assistant	
Department: Adult Wellness Center	Status: Regular Full-time, Non-Exempt
Reports to: Program Supervisor	Last Reviewed: March 2023
Titles reporting to this role: None	Next Review Date:

Position Summary:

Under the guidance of the Adult Wellness Center (AWC) Program Supervisor, this position provides program and administrative support to the Supervisor, to ensure efficient day-to-day operations of the AWC. Provides support with incoming inquiries and referrals, intake paperwork, billing processes, data entry and maintenance of program databases.

The Administrative Assistant tracks and secures participant-related documentation and helps maintain updated participant case records in accordance with agency, funder, and COA requirements. Also performs routine clerical functions (i.e., types, photocopies, files, handles correspondence, answers telephones, greets visitors, responds to service inquiries, conducts tours and intakes, etc.).

Essential Duties and Responsibilities

Include the following, other duties as assigned:

Program Support

Answers telephone calls and greets visitors in a responsive and courteous manner. Escorts participants during arrivals and departures as needed. Responds to community inquiries and provides key information regarding AWC eligibility/referral process. Assists Supervisor in conducting program tours, if needed.

Collects and files daily attendance on behalf of the program; checks monthly food reports and attendance. In collaboration with the Supervisor, completes, distributes and collects all monthly participant service calendars in a timely manner; ensures that all required signatures are reflected on service calendars. Coordinates intake process and completes intake documentation for all new participants; secures all intake information in files. Ensures participant information is regularly updated and that participant documents are secured in their designated case files.

Assists in monitoring and maintaining updated Emergency Forms, consent forms and CACFP documentation. Compiles and maintains binder containing the master of all key program forms.

Manages program database system: Adult Day Ware Database.

Assists program staff with output materials, preparing packets and/or coordinating activities/meetings. Manages the program's supply inventory. Under direction of Supervisor, coordinates any maintenance or repairs needed in AWC, via facilities department.

Administrative Support

Assists Supervisor with monthly service, food and transportation billing. Reviews participants' status via the IDOA PSS search tool, monthly. Develops letters, reports, memos and other documents for Supervisor. Assists in completion of private pay contracts and submits to Director for final approval. Performs other duties as assigned by Supervisor.

Performance & Quality Management

Is actively involved and knowledgeable of the agency's Performance Quality Improvement process and supports PQI activities. Incorporates the agency mission, philosophy, and core values into daily work and decision-making. Adheres to agency policies and procedures. Adheres to the agency's Universal Precaution and Exposure Control Plan policy, including handwashing before and after performing any service to participants. Adheres to the agency's Mandated Reporting policy and reports any concerns regarding older adult abuse or neglect. Promptly reports situations that pose a threat to staff, participants or agency, according to the agency's Incident / Accident Reporting procedures and IDOA Critical Event Reporting procedures. Participates in professional development and in-service training, as needed. Attends staff meetings and serves as recorder/scribe for meeting minutes. Participates in regular supervision with Supervisor. Nurtures positive and collaborative working relationships with other agency staff and outside providers. Cultivates a professional and respectful work environment. Submits personal time sheets and is accountable for daily activities within the allowable activities approved by the agency.

General Requirements:

Must be at least 18 years old. Sensitivity to cultural diversity is required. Will be subject to drug and alcohol screening, as well as aptitude and skills' testing. To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to perform the essential functions.

Education/Experience:

High school diploma or GED required; prior experience as an Administrative Assistant or serving in a similar program support capacity strongly preferred, including proficiency in Microsoft Word, Excel, PowerPoint and Access.

Language Skills:

Bilingual in Spanish and English required.

Computer Literacy & Knowledge Skills Abilities:

Computer literacy is required. Must be proficient in the use of Microsoft Office applications including Outlook, Word, Publisher and Excel, to enter and retrieve data as needed.

Mathematical Skills:

Minimum High School level math skills are required. Must have the ability to accurately prepare and analyze data, including various program and fiscal reports.

Operating Environment and Working Relationships:

Ability to work independently and collaboratively, as indicated. Interacts regularly with AWC staff, participants, caregivers and other staff in agency. Must develop and maintain positive and professional relationships with all stakeholders. Must demonstrate tact, professional composure and diplomacy when interacting with others. Must work collaboratively with diverse populations.

Decision Making Authority:

Under the guidance of the Supervisor, must demonstrate the ability to work independently in executing tasks, utilizing good judgment and sound decision-making; must demonstrate discernment regarding issues or situations, which warrant supervisory attention.

People Management:

This position does not directly supervise others.

Other:

Must possess exceptional time management and organizational skills.

Must possess excellent interpersonal skills.

Professional image and presentation expected at all times.

Must be able to travel to other locations, if needed, as part of professional development trainings, conferences or other events.

Remote Work/Technology (WIFI)/Mobile Phone Usage:

Not eligible for remote work. A personal mobile phone is not required and therefore not eligible for mobile phone reimbursement.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee frequently is required to use hands. Must be able to lift and carry 25lbs.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Disclaimer:

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this job description is not intended to be

constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

I acknowledge and understand that:

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

Employee Signature/ Firma de Empleado: _____

Date/ Fecha: _____

