

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: RESIDENTIAL SERVICES COORDINATOR
CLASS CODE: 6354

FLSA STATUS: NON-EXEMPT
SUPERVISORY STATUS: NONE

EFFECTIVE DATE: 6/14/2008
DEPARTMENT: SUBSTANCE ABUSE

JOB SUMMARY

Under general supervision of a Program Manager - Substance Abuse, provides full-performance clerical and general support work as needed to expedite day-to-day operations and services of the Foothill Residential Treatment Center.

ESSENTIAL FUNCTIONS

Receives, screens, and directs incoming phone calls; provides technical information and answers common questions about program services, policies, rules and regulations; provides initial response to questions, complaints or problems following established policies and procedures.

Controls access to facility; screens incoming and outgoing persons to ensure authorization to enter or leave; provides information and instruction to walk-in visitors at the door; signs clients in and out for medical appointments, court etc.

Prepares staff schedule and coordinates shift coverage; pulls from listing of time-limited employees to ensure a sufficient number of Substance Abuse Counselors and Substance Abuse Counselor Aides are scheduled.

Manages waiting list of prospective clients and adjusts priority according to federal and state priority populations, medical conditions, and relationship to others desiring or currently receiving residential services.

Identifies and forwards information to management as beds become available to assist in pairing new clients with Substance Abuse Counselors given clients' history and circumstances.

Oversees client files and conducts audits to ensure releases and other intake forms are accurate and complete; enters data into electronic record system for access and use by others; receives consultation and direction from the division's Privacy Officer as required to perform this function.

Assures compliance with 42 C.F.R. Part 2 and HIPAA confidentiality laws pertaining to all external communication regarding clients in treatment.

Conducts intake processes on new clients including taking blood pressure, administering breathalyzer tests, searching belongings for contraband items, and completing paperwork.

Updates central control board with color-coded client information such as room, counselor, and referring program or agency.

Responds to requests for information from various agencies and programs (DCFS, jail classification, drug court, Promise, etc.) maintaining appropriate confidentiality; writes letters documenting clients' status or to verify successful completion of various requirements.

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Collects UA samples according to random testing policy and labels said samples for submission to laboratory.

Coordinates and ensures fire and building inspections required to maintain facility licensing occur; arranges service for office equipment and facility appliances; places and tracks work orders with Public Works.

Maintains an inventory of office and general household supplies (i.e. dish soap, laundry detergent, batteries, paper plates, aluminum foil) by requesting purchase order, placing online order, and picking up supplies.

ADDITIONAL RESPONSIBILITIES MAY INCLUDE

Conducts community group in which clients state their name, a daily goal, and a facility rule.

KNOWLEDGE, SKILLS, AND ABILITIES

Some Knowledge of: dynamics of drug and alcohol abuse and addiction; human behavior and the change and relapse process.

Working Knowledge of: standard office practices; proper grammar, spelling, and punctuation; telephone etiquette.

Skill in: reading, writing, and basic math; operating standard office equipment; word processing, data entry, and basic spreadsheets; using various software programs unique to the Division of Substance Abuse.

Ability to: maintain cooperative working relationships with those contacted during the course of work activities; communicate effectively verbally and in writing; create and maintain appropriate boundaries and interact professionally with a diverse population of clients; understand broad objectives and follow general instructions; multi-task and work with frequent interruptions.

PHYSICAL DEMANDS

Regularly: sits at a desk; walks, stands, or stoops.

Occasionally: lifts or otherwise moves objects weighing up to 25 pounds; drives a motor vehicle.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an environmentally controlled building. Work occasionally exposes incumbent to high-stress situations including contact with clients and the public in confrontational, emotionally charged, or uncomfortable circumstances. Work may expose incumbent to household pets such as cats.

EDUCATION AND EXPERIENCE

High school diploma or equivalent and five (5) years of clerical or health-related support work experience of which two years are in a health or human services environment. Equivalent combinations of education and experience may also be considered.

LICENSING, CERTIFICATION AND/OR OTHER REQUIREMENTS

Selected applicants may be subject to a background check.

Selected applicants must pass a typing test at or above the rate of 40 WPM net

Applicant must possess a current driver's license and obtain a valid State of Utah driver's license within 60 days of employment.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.