



JOB DESCRIPTION

OFFICE COORDINATOR

Staff Name:	
Job Title:	Office Coordinator
Reports To:	Operations Director
Employment Status:	Part-time / Full-Time
Job Location:	ChildSafe Therapy Offices
Work Schedule:	TBD, 30-40 hours, varied hours TBD
Salary Range	\$19-24/hr DOE
Exemption Status:	Non-Exempt

Position Summary:

The position is crucial because it is often the first ChildSafe employee clients see when entering the ChildSafe office. Coordinating the office functions, staff needs and client contact in an organized and friendly manner enables ChildSafe to carry out its mission: to break the cycle and heal the trauma resulting from childhood abuse and neglect with specialized treatment, education, and community outreach.

Essential Job Functions:

Administrative:

- Coordinate the admin team schedule, including front desk coverage and the weekly scheduler.
- Open or Close the office on assigned days.
- Act as first client contact. Greet all patients in a courteous manner.
- Answer and triage of phones.
- Collection of patients' co-payments.
- Coordinate client communication, including occasional surveys and DocuSign processes.
- Able to take information over the phone and enter the data into the computer simultaneously.
- Coordinate and supervise admin/clinical assistant staff and undergraduate/administrative interns. Includes initial contact, interviewing and onboarding/training.
- Coordinate and assist with community volunteers for ChildSafe, including front desk coverage, childcare, and facility project days.
- Coordinate Parenting classes (T.I.P.S.), including waiting list, fliers, sign-up, attendance and completion processing. May include meal planning, based on class time and attendance.
- Assist with processing clinical intake paperwork and update the clinical and billing systems. Focus on client intake and exit processing.
- Assist with maintaining the client database, enter/edit client information, and run outcome / data / demographic reports as required.

- Assist with onboarding of all staff, including training in the scheduling system and front desk duties.
- Organize, monitor and replenish office supplies, including front desk supplies, client snacks and waiting room.
- Process incoming / outgoing mail.
- Assist with childcare as needed.
- Assist with agency tours as needed.
- Assist with facility vendors as needed.
- Assist with internal events as needed, including staff lunches, sign-ups, etc.
- General Office duties, including inventory, equipment upkeep, filing and ordering.
- Monitor HIPAA confidentiality concerns and compliance.
- Participate in weekly Billing / Admin team meetings
- Work closely with the Clinical Director, Operations Director and clinical staff to resolve client, staff or facility issues.

Financial / Billing:

- Accept and process incoming payments / deposits. Be knowledgeable in our billing system to communicate effectively and answer any balance or payment questions.
- Assist with coordinating Victim's Compensation applications, documentation.

Other Related Duties:

- Assist with agency fundraising events as needed/available.
- Assist with preparing donor solicitation and thank-you letters as needed.
- Work independently.
- Communicate verbally and in writing in a precise and clear manner.
- Display a high level of patience.
- Able to empathize with children and families who have been victimized.
- Effectively multi-task in a fast-paced environment.
- Be a team player.
- Follow all established policies and procedures.
- Perform other duties as assigned.

Minimum Qualifications:

1. Minimum of high school diploma.
2. Medical or behavioral health office experience necessary.
3. Proficiency in the use of computers for: word processing, databases, spreadsheets, e-mail, internet.

Competencies:

1. Demonstrated experience in medical office or billing processes and software.
2. Ability to keep the confidentiality of the clients and internal operations of the agency.

3. Strong supervision and interpersonal skills and ability to interact with a diverse group of people. Ability to communicate and collaborate with other professionals who are involved in our cases.
4. Proficient in Microsoft Office.
5. Strong written and verbal communication skills.
6. Organizational skills, time management, and ability to multi-task.
7. Records maintenance skills.
8. Ability to assess operational requirements and to plan and organize work flow patterns and schedules.
9. Diversity--Understanding of cultural competence and ability to work with diverse populations.
10. Self-motivated team player with the ability to meet deadlines, remain flexible and adjust to changing priorities.
11. Ability to work flexible hours, including evenings and weekends, as needed to meet ChildSafe's needs.

Physical Demands:

Keyboarding 45 w.p.m.	Lifting boxes < 25 lbs
Sweeping	Snow shoveling
Light cleaning	

Most activities take place in a normal office environment. This position requires extended periods of time sitting and working at a computer.

Personal Characteristics:

Ethical Behavior	Teamwork
Organizational Skills	Problem Solving
Effective Communication	Relationship Building
Leadership	Strategic Decision Making

Work Environment:

This position works in ChildSafe's administrative office as part of an administrative team with the Executive Director, Clinical Director and the Finance/Operations staff. The Office Coordinator's apparel shall be appropriate for a business office.

ChildSafe Colorado, Inc. is an equal employment opportunity employer. ChildSafe Colorado, Inc.'s policy is not to discriminate against any applicant or employee based on race, color, sex, sexual orientation, gender identity, religion, national origin, age (40 and over), disability, military status, genetic information, or any other basis protected by applicable federal, state, or local laws. ChildSafe Colorado, Inc. also prohibits harassment of applicants or employees based on any of these protected categories. It is also ChildSafe Colorado, Inc.'s policy to comply with all applicable federal, state, and local laws respecting consideration of unemployment status in making hiring decisions.