



# Administrative Assistant

**Job Code:** AA - 108  
**Revision Date:** Dec 21, 2018

**Salary Range:**  
\$13.75 - \$22.49 Hourly  
\$1,100.00 - \$1,799.20 Biweekly  
\$28,600.00 - \$46,786.00 Annually

**FLSA:** Non-Exempt

## Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

## General Description

The purpose of this job is to performs complex staff support work for a specific Emergence Health Network (EHN) program chief, director, or manager.

This class works under general supervision, independently developing work methods and sequences.

## Duties and Responsibilities

**The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.**

- Serves as the initial point of contact for participants, outside agencies, other Emergence Health Network (EHN) departments and the public concerning inquiries about a specific program and/or its services.
- Maintains confidentiality as directed and necessary.
- Gathers, organizes, and summarizes information for special projects; prepares various routine and complex reports, tables, graphs and statistical summaries.
- Prepares correspondence, reports and other materials from rough draft or from source documents for review and signature; reads and reviews outgoing correspondence.
- Establishes and maintains files and records; arranges and schedules meetings; prepares and distributes meeting agendas; attends meetings and takes notes and/or minutes.
- Performs data entry and imaging of documents and records; processes billings; administers fixed asset and consumable inventories.
- Maintains contracts for the maintenance of office equipment; reports any equipment maintenance needs for appropriate action.
- Assists in identifying division requirements by analyzing operations and patient experience data, determining project scope, documenting results, and rolling out successful programming throughout the

division or otherwise, as necessary.

Interacts directly with Management, Directors, and Executive team regarding necessary information as requested.

- Performs other duties as assigned.

### **Minimum Education and Experience Requirements**

Requires High School graduation or GED equivalent supplemented by two (2) years of staff administrative support experience; or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

### **Required Knowledge and Abilities**

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

### **Physical Demands**

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

### **Unavoidable Hazards (Work Environment)**

- None

### **Special Certifications and Licenses**

- None

### **Americans with Disabilities Act Compliance**

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

### **Other Job Characteristics**

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

**Note:** This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.