



Crisis Intervention Team Office Coordinator

Job Code: CITOFF - 107
Revision Date: Dec 21, 2018

Salary Range:
\$13.10 - \$21.42 Hourly
\$1,048.00 - \$1,713.60 Biweekly
\$27,238.00 - \$44,558.00 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 Office Coordinator under the general supervision of the director, performs various program monitoring responsibilities including data collection, data entry, data analysis, correspondence between all vested stakeholders, program tracking, administrative program support as needed, report and presentation development, grant writing, program documentation, and management and accounting of financial budgets.

This class works under close to general supervision according to set procedures but determines how or when to complete tasks.

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.

- Types correspondence, reports, data entry and other material as assigned.
- Prepares monthly, quarterly and annual reports of the ongoing projects of the Department.
- Answering phone, greeting stakeholders, routing calls to appropriate staff, and scheduling staff meetings and appointments.
- Possesses excellent technical writing ability; Proficient in Excel (e.g. advanced formulas, tables and formatting, advancing charting, pivot tables and pivot reporting, data tables and graphs); Oral communications must be clear and effective.
- Assists in preparation and dissemination of program applications and proposal packet materials.
- Schedules appointments and assists staff in completing travel authorizations as needed, including travel arrangements.

- Maintains thorough awareness of all departmental functions by answering and directing inquiries across a broad range of departmental responsibilities, provides general information, answers questions and directs individuals to appropriate party as necessary.
- Maintains records relating to the program and projects assigned, certifications and
- Clearances, and prepares records of public ads and related advertising notices under the Department's programs.
- Researches and gathers materials to inform funding opportunities and agency projects; compiles and analyzes data, produces reports, and forecasts trends.
- Helps maintain current agency and community demographics as related to mental health and other statistics.
- Participates in identified assigned functions in compliance with and adherence to required federal/state/corporate mandates, regulations, policies and procedures 100% compliance.
- Maintains a flexible schedule to deal with program emergencies.
- Proficiently and effectively performs general administrative duties, including maintenance of program files, reproduction of program materials and attends meetings representing program leadership, or the program analyst.
- Participates in the development of projects, procedures, and strategic planning concerning short and long term goals and objectives; Provides recommendations for improvement or changes through data analysis;
- Participates in evaluation and design of proposals, workflow, processes and various operational systems
- Financial evaluator for program, and overseeing that financial evaluation functions are correct and accurate.
- Responsible for update of any financial, demographic, and program reports.
- Maintains program calendar and tracks critical program deadlines such as quarterly report due dates, grant contract expiration dates, and vendor contract expiration dates.
- Gathers, organizes, and summarizes information for project development initiatives; prepares various routine and complex reports, tables, graphs and statistical summaries; monitors and verifies the status of projects and ensures all parties are kept apprised on all matters
- Maintains office equipment and office supplies, (ordering as appropriate).
- Other job duties as assigned by Supervisor.
- Employee shall maintain compliance with all Joint Commission training requirements relevant to job duties, including but not limited to those dealing with use of restraints and physical holding of individuals receiving services.
- Performs other duties as assigned.

Minimum Education and Experience Requirements

Bachelor's degree in Business, Health or Public Administration, English, Economics, Political Science or Social Sciences or related field required, and or High school diploma or GED equivalence and four (4) years of experience in office work, Mental Health setting is preferred., with a minimum (1) one year of experience in report writing and analysis preferred.

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

While performing the duties of this job, the employee is regularly required to sit and use hands and fingers to handle or feel. The employee frequently is required to reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee is occasionally required to stand, walk, and climb or balance. The employee must frequently lift and/or move up to 25-35 pounds and may manually push/pull a dolly. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus. Must be able to operate a vehicle

Unavoidable Hazards (Work Environment)

- None

Special Certifications and Licenses

- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.
- Employee must be able to pass an extensive and detailed background investigation to be hired for CIT through the El Paso Police Department.
- Possess and maintain recognized current certification or complete specialized training to ensure up-to-date knowledge of job related skills and technology.

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.