

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: PROGRAM ASSISTANT - DRUG & ALCOHOL PREVENTION & TREATMENT
CLASS CODE: 6360
FLSA STATUS: NON-EXEMPT
SUPERVISORY STATUS: NONE
EFFECTIVE DATE: 09/29/2017
DEPARTMENT: DRUG & ALCOHOL PREVENTION & TREATMENT

JOB SUMMARY

Under general supervision of program management, performs routine and complex clerical duties in providing primary clerical support for an assigned drug and alcohol program or service area such as The Promise of Women and Families Program, Outpatient Services, The On Unit Treatment Program, The Drug Offender Reform Act (DORA) Program, Drug Court, or Clinical Information Systems.

GENERAL ESSENTIAL FUNCTIONS

Serves as area receptionist; answers the telephone and assists walk-in clients and the public by providing detailed information; forwards calls and takes messages as appropriate; receives, directs and/or resolves citizen and client questions or complaints.

Types and/or transcribes letters, statements, narrative and statistical reports, minutes, agendas, and other documents as required; prepares correspondence and recurring reports for supervisor's signature; creates basic spreadsheets and other forms.

Performs a variety of general clerical and office support duties including receiving and distributing incoming mail, data input relating to office functions, basic bookkeeping activities, monitoring and ordering office and program supplies, and ensuring functionality of office equipment (copy machine, telephones, computers, etc.) by reporting maintenance issues to supervisor.

Establishes and maintains a variety of files and records; maintains control files of matters in progress and follows up to ensure progression and completion of actions.

Complies with federal confidentiality and security regulations to ensure security and confidentiality of client information, records and documents; works cooperatively with other program personnel to ensure accuracy, completion, and timely documentation of clinical reports in electronic clinical record.

Gathers outcome data for the Government Performance Recording Act (GPRA) and other required data from clients and other sources for client records and enters it into appropriate software applications; assists in generating periodic outcome monitoring reports.

Retrieves files scanned into the computer system; receives assessment results; updates client files; ensures proper processing of referral records and client waiting lists.

Complies with department continuing education requirements and attends required department meetings.

ADDITIONAL ESSENTIAL FUNCTIONS SPECIFIC TO ASSIGNMENT

Outpatient Services

Maintains schedule of appointments for medical doctor; checks clients in and out for medication evaluation and med-check appointments; scores psych evaluation tests; phones in prescriptions; enrolls clients in patient assistance programs; enters doctor's notes in Junction.

Transcribes dictation from medical doctor; provides copies to medical staff and distributes during multi-agency meetings for review and discussion; transcribes information from various treatment offices and prepares reports; submits or distributes reports to appropriate authorities, agencies, or courts.

Assists in maintaining client and clinical databases; ensures proper compiling of information for distribution to clinical personnel including daily treatment logs, admissions, graduations and discharges; tracks attendance at group and community service meetings when applicable for Day Treatment.

Schedules and monitors use of treatment rooms; organizes and arranges for client assessments; completes assessment documentation and coordinates with external provider agencies for transfer of care of clients.

Enters transfer information into electronic records; makes reminder phone calls for outpatient assessment appointments and doctor appointments; emails no shows and upcoming appointments to all agency programs; tracks and sends out Service Change Plan (SCP) update reminders based on client admission dates.

On Unit Treatment (OUT) Program

Creates and maintains various inmate files and records related to status and participation in drug and alcohol prevention and treatment classes and programs; ensures confidentiality of records and documents.

Conducts inmate interviews following strict guidelines and highly structured format; records inmate responses; ensures timely processing of interview results to enable clinical decisions regarding various class or program objectives; coordinates assessments with various agencies.

Monitors inmate participant attendance for daily charting of treatment classes; receives and processes or forwards inmate participant questions and issues.

Coordinates information related to inmate referrals with the jail staff to manage the waiting list and get inmates enrolled in the program.

Promise of Women and Families Program

Monitors progress and completion of court-ordered actions; receives, reviews, and processes legal documents; provides detailed information to clients.

Maintains a calendar for the supervisor and ensures complete information is available for all matters.

Assists in maintaining client and clinical databases; ensures proper compiling of information for distribution to clinical personnel including daily treatment logs, admissions, graduations and discharges.

Schedules and monitors use of treatment rooms; organizes and arranges for client assessments; completes assessment documentation and coordinates with external provider agencies for transfer of care of clients.

Drives a County vehicle to assist in the provision of client and child transportation as assigned.

Drug Offender Reform Act (DORA) Program and Drug Court

Serves as initial contact for DORA and/or Drug Court clients; receives and reviews intake and client-provided documents required to determine need for assessment or evaluation; schedules appointments with staff assessors when appropriate.

Schedules required DORA meetings and notifies participants by email and telephone; prepares and distributes agendas and additional necessary attachments; takes, transcribes, and distributes minutes.

Creates and/or updates client accounts with financial, legal, and demographic information; accesses appropriate computer applications; prepares client files and distributes the same to assigned assessors; performs client progress tracking as assigned.

Maintains communication with Adult Parole and Probation and court clerks regarding client status, drug testing results, and scheduled activities.

Collects, compiles, and reports census, admit, discharge, and transfer data on clients through supervisors to appropriate state agencies.

Clinical Information Systems (CIS)

Facilitates setting of screening and assessment appointments for potential clients; creates electronic clinical records for all new clients including necessary demographic information.

Performs daily bookkeeping; receives and receipts payments for services, classes, and treatment; performs day-end cash register balancing.

Maintains scanned record files including archiving clinical records according to retention schedule and applicable laws; scans documents into and organizes documents within the computer system.

Posts critical information on the individual status of clients in the Junction Comment Log so that other programs have access to the information.

Assists the program manager in all quality assurance functions of the department including proof reading client files and updating missing information.

KNOWLEDGE, SKILLS, AND ABILITIES

Working Knowledge of: Standard office practices; proper grammar, spelling, and punctuation.

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 Drug & Alcohol Prevention & Treatment.

Ability to: Maintain cooperative working relationships with those contacted during the course of work activities; communicate effectively verbally and in writing; understand broad objectives and follow general instructions; distill relevant and useful elements from vast amounts of information; multi-task.

PHYSICAL DEMANDS

Regularly: Sits at a desk; walks, stands, or stoops; works for sustained periods of time maintaining concentrated attention to detail.

Occasionally: Lifts or otherwise moves objects weighing up to 25 pounds; drives a motor vehicle depending on functional area of assignment.

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 office or other environmentally controlled room. Work occasionally exposes the incumbent to high-stress situations including contact with inmates and/or clients and the public in confrontational, emotionally charged, or uncomfortable circumstances. For incumbents assigned to the On Unit Treatment (OUT) Program, work is performed in a secured locked down jail facility requiring security clearance.

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EDUCATION AND EXPERIENCE

High school diploma or equivalent and three (3) years of general clerical support work experience. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

Selected applicants may be subject to a background check.

LICENSING

Depending on functional area of assignment, 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.