



Program Assistant - DDAPT

Job Description

Department: Department of Drug and Alcohol
Prevention and Treatment
Position: Career Service
Grade: 501
Supervisory: No
Reports to: Program Manager or Program
Coordinator

Summary

Under general supervision of a Program Manager or Program Coordinator, performs routine and complex clerical duties in providing primary clerical support for an assigned drug and alcohol program or service area for screening clients in an outpatient setting, residential setting or an in-jail program.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Serve as area receptionist; answer telephone and assist the public on a walk-in basis by providing detailed information; forward calls and take messages as appropriate; receive, direct and/or resolve public questions or complaints.
2. Type and/or transcribe letters, statements, narrative and statistical reports, minutes, agendas, and other documents as required; prepare correspondence and recurring reports for supervisor's signature; create basic spreadsheets and other forms.
3. Perform a variety of general clerical and office support duties including receiving and distributing incoming mail, data input relating to office services, 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.
4. Establish and maintain a variety of electronic records; maintain control of electronic files of matters in progress and follow up to ensure progression and completion of actions.
5. Comply with federal confidentiality and security regulations to ensure security and confidentiality of client information, records and documents; work cooperatively with other program personnel to ensure accuracy, completion, and timely documentation of clinical reports in electronic clinical record.
6. Gather outcome data for the Government Performance Recording Act (GPRA) and other required data from clients and other sources for client records and enter into appropriate software applications; assist in generating periodic outcome monitoring reports.
7. Retrieve files scanned into the computer system for electronic health records; receive screening results; update client files; ensure proper processing of referral records.

For Office Use Only

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Effective Date: 2/13/2019
Public Safety: No

Worker's Compensation: Clerical
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Safety Sensitive: Yes
DOT: No
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8. Comply with department continuing education requirements and attend required department meetings.

May be assigned duties from one or more of the following functions:

Outpatient Services

1. Maintain schedule of appointments for medical doctor; check clients in and out for medication evaluation and med-check appointments; phone in prescriptions; enroll clients in patient assistance programs; enter doctor's notes in electronic health records system.
2. Transcribe dictation from medical doctor; provide copies to medical staff and distribute during multi-agency meetings for review and discussion; transcribe information from various treatment offices and prepare reports; submit or distribute reports to appropriate authorities, agencies, or courts.
3. Assist in maintaining client and clinical electronic health records; ensure proper compiling of information for distribution to clinical personnel including daily treatment logs, admissions, completions and discharges; track client attendance with county services.
4. Schedule and monitor use of program rooms; organize and arrange for client assessments; complete service documentation and coordinate with external provider agencies for transfer of care of clients.
5. Enter transfer information into electronic records; make reminder phone calls for outpatient client appointments and doctor appointments; email no shows and upcoming appointments to all agency programs.

On Unit Treatment (OUT) Program

1. Create and maintain various participant files and records related to status and participation in drug and alcohol treatment classes and programs; ensure confidentiality of records and documents.
2. Conduct participant interviews following strict guidelines and highly structured format; record participant responses; ensure timely processing of interview results to enable clinical decisions regarding various class or program objectives; coordinate assessments with various agencies.
3. Monitor participant attendance for daily charting of treatment services; receive and process or forward participant questions and issues.
4. Coordinate information related to participant referrals with jail staff to manage the waiting list and get participants enrolled in the program.

Promise of Women and Families Program

1. Monitor progress and completion of court-ordered actions; receive, review, and process legal documents; provide detailed information to clients.
2. Maintain a calendar for the supervisor and ensure complete information is available for all matters.
3. Assist in maintaining client and clinical electronic health records; ensure proper compiling of information for distribution to clinical personnel including daily treatment logs, admissions, completions and discharges.

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4. Enter transfer information into electronic records; make reminder phone calls for outpatient client appointments and doctor appointments; email no shows and upcoming appointments to all agency programs.
5. Drive a County vehicle to assist in the provision of client and child transportation as assigned.

Drug Offender Reform Act (DORA) Program and Drug Court

1. Serve as initial contact for DORA and/or Drug Court clients; receive and review intake and client-provided documents required to determine need for assessment or evaluation.
2. Schedule required DORA meetings and notify participants by email and telephone; prepare and distribute agendas and additional necessary attachments; take, transcribe, and distribute minutes.
3. Create and/or update client accounts with financial, legal, and demographic information; access appropriate electronic health records; prepare client information and distribute to appropriate program staff; perform client progress tracking as assigned.
4. Maintain communication with Adult Parole and Probation and court clerks regarding client status, drug testing results, and scheduled activities.
5. Collect, compile, and report census, admit, discharge, and transfer data on clients to appropriate state agencies on client release of information.

Clinical Information Systems (CIS)

1. Facilitate setting of screening and assessment appointments for potential clients; create electronic clinical records for all new clients including necessary demographic information.
2. Perform daily bookkeeping; receive and receipt payments for services, classes, and treatment; perform day end cash register balancing.
3. Maintain scanned record files including archiving clinical records according to retention schedule and applicable laws; scan documents into electronic health records and organize documents within the computer system.
4. Post critical information on the individual status of clients in electronic health records comment log for program access.
5. Assist the program manager or coordinator in all quality assurance functions of the department to comply with confidentiality requirements and electronic health records system.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices; proper grammar, spelling, and punctuation
- Skilled in reading, writing, and basic math
- Skilled in operating standard office equipment; word processing, data entry, and basic spreadsheets
- Skilled in 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
- Ability to communicate effectively verbally and in writing
- Ability to understand broad objectives and follow general instructions

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- Ability to distill relevant and useful elements from vast amounts of information
- Ability to multi-task

Work Environment

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. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. May be required to drive Utah County owned vehicles in the course of conducting County business. Must abide by the Utah County Vehicle Policy.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift office supplies up to thirty (30) pounds. The employee may drive a motor vehicle.

Position Type/ Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. High school diploma or equivalent.
2. One (1) year of general clerical support experience.
3. Equivalent combinations of education and experience may also be considered.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.
3. Selected applicants must pass a typing test at or above the rate of forty (40) WPM net.

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AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Below is to be completed after an offer has been extended and accepted.

Signatures

This job description has been approved by all levels of management:

Manager _____

Department Head _____

HR Director _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position

Employee _____ Date _____

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