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| **JOB DESCRIPTION** | | | | | |
| **JOB TITLE** | BRANCH ADMINISTRATIVE ASSISTANT | | | **pAYROLL JOB CODE** | 400 - ADMINISTRATIVE |
| **LOCATION** | AGENCY BRANCH OFFICE | | | **credentials** | -- |
| **Department** | ADMINISTRATION | | | **REPORTS TO** | REGIONAL MANAGER OR DIVISION DIRECTOR |
| **fsla sTATUS** | NONEXEMPT | **STARTING PTO LEVEL** | 1 | **EMPLOYMENT CLASS** | FT or PT |

**Summary**

The Branch Administrative Assistant is responsible for ensuring the administrative duties at non-headquarters locations are completed in accordance with company policy. This position is primarily responsible for the administrative and recordkeeping aspects of (i) new client on-boarding, (ii) new caregiver onboarding, (iii) maintaining a schedule of and recording nurse monitoring visits, and (iv) for making required agency monitoring visits in conjunction with State program(s) requirements and company policy.

**Essential Job Duties AND Responsibilities**

* Enters prospective clients into agency database and State tracking database. Communicates with PHC headquarters regarding preliminary Plans of Service. Maintains constant communication with supports planners ensuring receipt of final Plans of Service/Service Agreements.
* Communicates with new clients and caregivers regarding client/caregiver interviews, caregiver scheduling, and execution of necessary client paperwork.
* Completes new client files in accordance with company policy and communicates new client onboarding with PHC headquarters.
* Ensures current and former client files, whether paper or electronic, are complete (including all required documents and signatures) and organized as required by company policies and procedures. Regularly audits files for completeness and makes updates/additions as necessary.
* Coordinates all communications with clients, supports planners and nurse monitors regarding the InteRAI assessment and monitors InteRAI status and outcomes.
* Develops schedule for and conducts agency monitoring visits for each client as required by regulations and/or agency policy in an efficient manner. Records the visit on agency forms and includes into client’s electronic and paper chart.
* Establishes relationships and regular interaction with nurse monitors and supports planners to ensure changes of condition are communicated and visits are scheduled appropriately. Attends quarterly nurse monitor visits and records visits in accordance with company policy.
* Ensures nurse monitor paperwork is timely and complete, including signatures. Follows up with supports planners as necessary. Files completed nurse monitor paperwork according to company policy.
* Monitors clients’ condition through periodic phone calls and documents/communicates any changes in condition to supports planner and appropriate agency staff for determining the need for plan of care review due or if transfer to another program is indicated.
* Responsible for acquiring all required forms, background checks, licenses, and other certifications for new caregivers in conjunction with agency policy. Files required documentation as specified by company policy.
* Maintains appropriate organization system and follows up with caregivers on expiring documentation.
* Maintains appropriate communications with PHC headquarters.
* Assures agency office is maintained in a clean, safe manner and monitors/orders equipment and supplies.
* Reads, completes training for, and adheres to company Compliance Plan, Code of Conduct, and all other regulatory requirements.

**PROFESSIONAL REQUIREMENTS**

* Adheres to dress code, appearance is neat and clean.
* Maintains regulatory requirements and follows company policy.
* Maintains patient confidentiality at all times.
* Reports to work on time and as scheduled, completes work within designated time.
* Wears identification while on duty, uses time system correctly.
* Attends annual review and agency in-services, as scheduled.
* Attends staff meetings regularly, as required.
* Represents the agency in a positive and professional manner.
* Actively participates in performance improvement and continuous quality improvement activities.
* Complies with all agency policies regarding ethical business practices.
* Communicates the mission, ethics, and goals of the agency.

**QUALIFICATIONS:**

* High school degree or equivalent with business curriculum required; college degree preferred.
* Typing, filing, correspondence composition and computer skills required.
* Minimum one year’s secretarial/administrative experience required.
* Must possess strong organizational skills.
* Must possess the ability to handle a variety of assignments, some of moderate complexity and requiring considerable familiarity with the operating details of the agency.
* Must possess the ability to interpret and apply agency procedures.
* Must have strong, positive interpersonal skills.
* Must demonstrate discretion in handling of confidential information.
* Must have a sense of accountability and responsibility.
* Must possess the ability to form independent decisions in absence of supervisor.

**LANGUAGE SKILLS:**

* Able to communicate effectively in English, both verbally and in writing.
* Additional languages preferred.

**KEY COMPETENCIES**

**Client Focus**: Is dedicated to meeting the expectations and requirements of internal and external clients; gets first-hand client information and uses it for improvements in products and services; acts with clients in mind; establishes and maintains effective relationships with clients and gains their trust and respect.

**Integrity and Trust**: Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn’t misrepresent him/herself for personal gain.

**Composure:** Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn’t show frustration when resisted or blocked; is a settling influence in a crisis.

**Conflict Management:** Steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; can hammer out tough agreements and settle disputes equitably; can find common ground and get cooperation with minimum noise.

**Problem Solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn’t stop at the first answers.

**Listening:** Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.

**Compassion:** Genuinely cares about people; is concerned about their work and non-work problems; is available and ready to help; is sympathetic to the plight of others not as fortunate; demonstrates real empathy with the joys and pains of others.

**Priority Setting:** Spends his/her time and the time of others on what’s important; quickly zeros in on the critical few and puts the trivial aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

**Perseverance:** Pursues everything with energy, drive, and a need to finish; seldom gives up before finishing, especially in the face of resistance or setbacks.

**Peer Relationships:** Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers**.**

**PHYSICAL CAPABILITIES**

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| **Physical Requirements:** | Medium work **–** Exerting up to 50 lbs. of force occasionally or up to 20 lbs. of force frequently, or up to 10 lbs. of force constantly to move objects; including the human body. |
| **Visual Acuity:** | Arm's reach visual acuity **–** Worker is required to have visual acuity to perform activities such as operating machines (i.e. lathes, drill presses, power saws & mills) where the seeing job is at or within arm’s reach; performing mechanical or skilled trades tasks of a non-repetitive nature (i.e. ones by carpenters, technicians, service people, plumbers, painters, mechanics, etc.)  Close visual acuity **–** Worker is required to have close visual acuity to perform activities such as preparing & analyzing data & figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts or operation of machines (including inspection); using measurement devices; or assembly or fabrication of parts at distances close to the eyes.  General observations visual acuity **–** Worker is required to have visual acuity to determine the accuracy, neatness & thoroughness of the work assigned (i.e., custodial, food services, general labor, etc.) or to make general observations of facilities or structures (i.e., security guard, inspection, etc.)  Motor vehicle visual acuity **–** Worker is required to have visual acuity to operate motor vehicles or heavy equipment. |
| **Physical Activities:** | Balancing **–** Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or moving surfaces. This factor exceeds the amount & kind of balancing required for ordinary locomotion & maintenance of body equilibrium.  Feeling **–** Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.  Fingering **–** Picking, pinching, typing or otherwise working, primarily with fingers rather than with whole hand or arm as in handling.  Grasping **–** Applying pressure to an object with the fingers and palm.  Hearing **–** Perceiving the nature of sounds at normal speaking levels with/without correction, & having the ability to receive detailed information through oral communication, & making fine discriminations in sound.  Kneeling **–** Bending legs at knee to come to a rest on knee or knees.  Lifting **–** Raising or moving objects/patients from a lower to higher position or horizontally from position to-position. This factor is important if it occurs to a considerable degree & requires the substantial use of the upper extremities & back muscles.  Pulling **–** Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.  Pushing **–** Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.  Reaching **–** Extending hands or arms in any direction.  Repetitive motions **–** Making substantial movements/motions of the wrists, hands, or fingers.  Standing **–** Remaining upright on the feet, particularly for sustained periods of time.  Stooping **–** Bending body downward & forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities & back muscles.  Talking **–** Expressing or exchanging ideas by means of the spoken word; those activities where detailed or important spoken instructions must be conveyed to other workers accurately, loudly, or quickly.  Walking **–** Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another. |
| **Physical Conditions:** | Exposed to Inside conditions **–** Subject to inside environmental conditions; protected from weather conditions, but not necessarily from indoor temperature changes.  Required to wear a respirator **–** Worker maybe required to wear a respirator.  Exposure to infectious disease **–** Subject to infectious diseases including blood & other potentially infectious body fluids & tissues.  Work around mental health patients – Worker maybe required to function around mental health patients.  Not exposed to adverse conditions **–** Worker is not substantially exposed to adverse environmental conditions (as in typical office or administrative work). |

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| **Acknowledgement** | | |
| I have read the above job description and fully understand the requirements set forth. I understand the agency reserves the right to revise and/or changes job duties, tasks, work hours/shifts, and work requirements at any time. I have noted below any job duties that I am not able to perform, with or without accommodation. I have also noted any accommodations that are required to enable me to perform these duties.  Comments:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| Employee Print Name: | Employee Signature: | Date: |
| Supervisor Print Name: | Supervisor Signature: | Date: |