



Residential Office Support

OnTrack is an equal opportunity employer. OnTrack does not discriminate against applicants or employees based on race, color, gender, religion, age, national origin, physical or mental disability, sexual orientation, gender identity, family relationship, marital status, veteran status, military service, employment status, or any other classification protected by local, state, or federal law. Any person who needs accommodation to participate in the application process should communicate with Human Resources. Any employee who needs accommodation to perform the essential functions of his or her job should communicate with his or her supervisor. OnTrack will work with an applicant or employee to evaluate whether there is a reasonable accommodation that does not pose an undue hardship on the operations of his or her department.

JOB SUMMARY: Perform daily office and administrative tasks related to operation of the residential program. Manage ROI process for release of client information, coordinate and schedule transportation and outside appointments for clients (doctors, housing, etc.) Track facility petty cash account, submit receipts and reimbursement requests. Act as contact with Finance department for expense tracking on food and program supplies. Generate census reports. Manage client benefits, including TANF, assist in obtaining OHP if necessary. Support manager in daily administrative operation as requested. All residential staff are mandatory reporters and must have working understanding of child abuse and vulnerable adult reportable incidents standards.

SUPERVISED BY: Residential Program Manager

STATUS: This position is non-exempt, full time

Supervision Exercised: None

Essential Functions:

- Establish and maintain healthy boundaries with clients and provide support
- Interact consistently with clients and staff in a professional manner, modeling healthy interpersonal communication skills
- Assist program manager in daily administrative operations of the residential program including
 - Manage client WIC, SNAP, TNF accounts, submit applicable reports
 - Daily Reporting of adult census and child census (if applicable).
 - Petty cash handling and monthly reconciliation; assist in monitoring program expenses
- Complete Intake process for new clients including admission paperwork and inventory of personal items
- Complete discharge paperwork as applicable
- Communicate with Access Manager and outside agencies regarding referrals and wait status
- Complete MMIS for Insurance confirmation, confirm daily
- Contribute to the safety and security of the residential facility using de-escalation strategies with the ability to recognize when clinical staff or program manager should be contacted and involved.
- Recognize symptoms and report concerns if clients show indication of impairment.
- Conduct house, perimeter or property checks including, but not limited to, room, property searches upon request from Program Manager
- Ability to assess conflict/emotional incidents and respond appropriately
- Other duties as assigned. May include monitoring self-administered medication program; medication counts; household inventory

JOB REQUIREMENTS

Experience and Required Skills

- 2 years' experience in a community-based health care organization preferred

- Scheduling and/or project management skills
- Basic accounting or bookkeeping skills, e.g. ability to accurately maintain a petty cash log
- Ability to work in busy front office environment with frequent interruption
- Office or clerical experience- answering phones, faxing, greeting visitors, and copying or scanning.
- Computer literacy: ability to operate a computer, create and send e-mails, attach files to e-mails, and ability to create, add to, or edit reports.
- Experience with electronic health records system a plus

Education/Licensure/Certification requirement:

- High school diploma or GED
- Peer certification a plus
- Vocational or technical training in healthcare, business management, addiction or mental health services preferred.
- Valid Oregon driver’s license: clear driving record and approval to operate company vehicles for business travel and occasional transport of clients
- Proof of COVID vaccination required

Background: Clear background check, drug screen

Work environment: This job is primarily sedentary work and located in a standard office environment. Visual acuity is required for review of paperwork, spreadsheets, and viewing of computer monitor. Occasional walking to job and meeting sites is necessary. Some local/area travel may be required

References: 3 professional references required to verify experience

Not Comprehensive List: *This is not intended to be a comprehensive list of all duties and responsibilities and is representative of the scope of the work. The duties and responsibilities listed in this job description may be subject to change at any time due to reasonable accommodation or other reasons.*

Upon signing this form, you understand all responsibilities listed above and acknowledge receipt of the job description and acknowledge that you can perform all the essential functions of the position, with or without reasonable accommodation.

Print name

Date

Signature