

CAREER OPPORTUNITY

Title: Administrative Coordinator

Hours: 37.5 hours per week, daytime hours

Brief Description: As an Administrative Coordinator, this position works closely with the Director of Northern Counties and provides support and outreach in the community to form relationships with individuals, businesses, and nonprofits located in eight counties. This position provides service linkages such as assisting with housing, food security, Medicaid application, and services to impact the social determinants of health. The Administrative Coordinator participates in data collection and entry for measuring program outcomes. The position is a member of the CSSMV Front Door/Ohio Benefits department and participates in monthly team meetings, quality assurance activities, and agency activities.

ESSENTIAL FUNCTIONS OF THE POSITION. Constitute the major responsibilities for anyone serving in this capacity. *

- I. Key Responsibility Area: Administrative Support to Director and IS Department (35%)**
 1. Clerical duties as requested by Director.
 2. Responsible for taking accurate meeting-minute notes and departmental updates and transcribed in an easy-to-read and professional manner (Leadership, Northern County all-staff meetings).
 3. All work is well-composed, error-free, easy-to-read, and correctly follows any guidelines and/or instructions given.
 4. Work is confidentially and professionally completed by appropriate deadlines using agency computer software.
 5. Completes research assignments appropriately and within deadline.
 6. Develops and maintains orderly files for information and document storage which are easily retrieved.
 7. Attend community meetings per the Director's request.
 8. Updates policies as requested by Director.
 9. Maintains and updates Northern County office information.
 10. Assists with event planning and coordination.
 11. Collaborate with Fiscal Manager with overseeing IS inventory tracking list.
 12. Assists with overseeing and maintaining Food Source program.

- II. Key Responsibility Area: Survey, Data, Tracking, and Reporting (30%)**
 1. Responsible for notifying Supervisors quarterly to complete client satisfaction surveys.
 2. Responsible for gathering and compiling survey results and providing results to the Director.

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Human Resources, Catholic Social Services of the Miami Valley
922 W. Riverview Ave. Dayton, OH 45402
Or email to jobs@cssmv.org or fax to (937) 222-6750*

3. Quarterly, analyzes reports (HENS, IMS, hospitalization, etc.) to identify population trends and provide report to Director.
 4. Compiles required data for funding sources at least annually.
 5. Complete monthly debarments and quarterly training courses for MyCare and submits in the established timeframe.
 6. Monitor and ensure Absorb staff training(s) is complete.
 7. Tracks training signature sheets related to staff education.
 8. Develop and implement accreditation requirements (CARF, NCQA, OMAS, Next Generation MyCare etc.).
- III. Key Responsibility Area: Data Entry, Ohio Benefits, OBLTSS (15%)**
1. Data entry and Ohio Benefits navigation.
 2. Serve as a source of information and referral for programs and services and refer to an appropriate agency.
 3. Check OBLTC for Medicaid status and instruct individuals on Medicaid.
 4. Ensure Ohio Home Care Waiver referrals have pending or active Medicaid cases before making referrals to an appropriate department to schedule ODA assessment as needed.
 5. Monitor SEP tracking list and ensure individuals are contacted per guidelines.
 6. Telephones answered per OBLTSS guidelines in a professional and courteous manner.
 7. Obtain information from individuals to complete LTSSQ.
 8. Distribute and track all survey letters for programs.
 9. Telephone answered in 3 rings majority of the time, in a professional manner and transferred if needed.
 10. Document all calls transferred to staff members in Apricot log.
- IV. Key Responsibility Area: Northern County Responsibilities (10%)**
1. Greet, check in clients, obtain needed documentation at each visit, and properly educate clients on intake procedure.
 2. Ensure intake packets are prepared for counselors and mail as needed.
 3. Contact clients for appointment reminders.
 4. Assist counselors with discharge process.
 5. Distribute and track all survey letters for mental health and PASSPORT.
 6. Collect payments for co-pays and on account fees.
 7. Contribute to realization of agency mission and objectives, including meeting professional standards of practice including but not limited to acting as ambassador for the agency.
- V. Key Responsibility Area: Medicaid Applications, OSHIP Training and tracking (5%)**

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1. Assist consumers, informal support, and County Departments of Job and Family Services (CDJFS) by contacting regarding needed information and status of Medicaid application.
2. Home visits completed within DJFS timelines to assist consumers in compiling information needed for Medicaid application.
3. Enters data information in Ohio Benefits and Provider Gateway portals.

VI. Key Responsibility Area: Teamwork and Professional Development (5%)

1. Actively and regularly participates in informal discussions, processes or projects.
2. Identifies issues to supervisor for discussion.
3. Actively participates in ongoing evaluation process.
4. Participates in own professional development by attendance at workshops, trainings and by literature review.
5. Demonstrates an attitude and approach of “team player.”

MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:

- High School Diploma required; Associated degree preferred.
- Ability to use a computer with substantial ease, including Word, Excel, and Outlook.
- Knowledge of Medicare and Medicaid preferred.
- Ability to complete home visits, which requires reliable transportation and valid Ohio driver’s license.
- Good communication skills.
- Willingness to work some flexible hours
- Ability to interact with diverse populations in a professional manner.
- Ability to organize, prioritize and execute work efficiently and accurately.
- Ability to handle confidential information appropriately.
- Succinct communication skills, both verbal and written; ability to organize thoughts in a logical, clear and concise manner.

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