

Choice In Aging

Job Description: Bedford Administrative Assistant
Classification: Non-Exempt
Reports to: Program Director
Position Established: 03/95
Revised: 07/2014, 3/2016, 12/2017, 03/2018

Under the supervision of the Program Director, the Bedford Administrative Assistant provides overall clerical and administrative support to The Bedford Center's Program Director and members of the Inter-Disciplinary Team (IDT) and is responsible for clerical duties related to program admission and records. The Bedford Administrative Assistant works as a member of Choice in Aging's team to meet our mission to provide the services needed for frail elderly and disabled adults to remain independent and retain their dignity while engaging in an active social life.

Essential Functions:

1. Answer phones, greet guests and participants in a friendly and professional manner;
2. Provide administrative support to the Program Director and IDT staff, which includes filing program paperwork, creating requested documents and data tracking, including but not limited to printing progress notes at the beginning of each month, calculating maintenance hours and ADA, obtaining and ensuring appropriate signatures are on all paperwork prior to filing;
3. Take daily attendance; notify appropriate members of the IDT regarding daily attendance and absences and arrange with absent participants make up days; enter attendance information into TurboTar and forward attendance information onto the Finance Department;
4. Compile and forward to the Finance Department daily and weekly bus transportation data as well as monthly maintenance hours;
5. Distribute faxes and daily mail;
6. Update as directed and prepare admission paperwork and assemble client charts;
7. Meet with new participants to review and obtain signatures on all intake paperwork, including the Meal Benefit form for all private pay participants; take client photos for charts and forward new admission information to the Finance Department as required;
8. Input participant characteristics into TurboTar, based on information provided by IDT members;
9. Review and ensure participant Medi-Cal eligibility on a monthly basis; input new and remove terminated participants from the Medi-Cal database;
10. Send out reauthorization paperwork to participant doctors, including but not limited to Individual Plans of Care and Quarterlies; prior to sending, ensure all paperwork has appropriate signatures from all IDT members;
11. Coordinate the Medical Director's schedule to ensure appropriate paperwork is reviewed and approved, including but not limited to new participant enrollment forms, IPC's and Quarterlies;
12. Complete discharge process for Bedford clients; maintain charts on discharged clients following established procedures;
13. Understand and ensure compliance with regulations pertaining to Bedford Center's Food Program; order weekly meals, meeting weekly deadline;
14. Communicate with the finance department regarding weekly and monthly meal counts; obtain

- approval signatures on all invoices and credit card receipts and forward to the Finance Department in a timely manner;
15. Schedule monthly fire and earthquake drills; track and keep all records as it pertains to such drills;
 16. Maintain current supply list for the Bedford Center, order office and building supplies for the Bedford center, ensure pricing is competitive; provide supply ordering documentation to the Finance Department in a timely and efficient manner;
 17. Interview and provide information to Program Director regarding volunteers interested in working at the Bedford Center; track all volunteer and community service volunteer's hours and forward information to the Finance Department;
 18. Accept, login and arrange storage for donated items; provide information to the appropriate person who will prepare a formal thank you letter;
 19. Attend training in Person Centered Competence;
 20. Assist Participants as needed with bus drop off and pick up.
 21. Respond to program coverage needs as requested by supervisor;
 22. Provide support to the Marketing and Outreach department regarding Bedford event planning and execution;
 23. Responsible for providing administrative and miscellaneous support to the Program Director and the Marketing and Outreach department for Bedford fundraising events. Required to work all Bedford fundraising events (typically on a weekend or weekday evening);
 24. Participate in Choice in Aging's fundraising, outreach and special events;
 25. Other duties as assigned by Supervisor.

Determinants of Success:

1. Displays enthusiasm and passion for service and Choice in Aging's mission;
2. Maintains confidentiality of work related information and materials;
3. Ability to meet tight deadlines and handle multiple projects;
4. Exceptional organizational skills with ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail;
5. Demonstrates a proactive approach to problem-solving, with strong decision-making capability;
6. Highly resourceful team-player, with the ability to also be extremely effective independently;
7. Advanced knowledge and skill in Microsoft Word, Excel and PowerPoint, in order to create documents, invitations, presentations, spreadsheets and mailers;
8. Has a positive can do attitude and is able to complete assignments in a timely and efficient manner;
9. Demonstrates the ability to collaborate effectively with diverse populations;
10. Maintains the highest level of professional standards at all times;
11. Displays organization and time management skills needed to perform responsibilities on a consistent basis;
12. Communicates clearly, effectively, respectfully and cooperatively with management, co-workers, participants, families and caregivers;
13. Ability to learn quickly, works well under pressure, responds calmly to emergencies, and is flexible;
14. Reflects a positive image to the staff, participants and those in the community on a consistent basis.

Minimum Qualifications:

1. Bachelors of Science or Arts degree in the area of administration or 2 years experience as an administrative assistant;
2. Excellent communication and interpersonal skills;
3. Advanced skills in word processing, email, internet search and usage;
4. Previous job history working with seniors and as a member of a team;
5. A valid California Driver's License, clean DMV report, Clear TB test, own form of transportation and current auto insurance is required and must pass the Livescan fingerprint background check.

Typical Physical Demands:

1. Requires prolonged sitting, some bending, stooping and stretching;
2. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, other office equipment and a motor vehicle;
3. Requires normal range of hearing, eyesight, and speech;
4. Requires excellent command of the English language to record, prepare, and communicate appropriate reports and to communicate with employees, outside agencies, and other necessary bodies face to face, by telephone, and by written communication.

Typical Working Conditions:

1. This job entails working in a typical office setting, driving, working in different environments such as but not limited to Adult Day Health Care sites;
2. On rare occasions, Choice in Aging may require some weekend or evening work or training and adjust your schedule to avoid a cost burden on the agency;
3. Occasional evening or weekend work is permitted if it does not exceed 40 hours in a week, 8 hours in a day or 6 days of work in a row;
4. Overtime will only be worked if approved in advance by the President & CEO.

Approvals

President & Chief Executive Officer

Date

Director of Human Resources

Date

Program Director

Date

Acknowledgment of Receipt

Employee Name

Date

Signature

Date