



**VITALITY UNLIMITED
POSITION DESCRIPTION**

JOB TITLE: OFFICE MANAGER
Department: CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC (CCBHC)
Supervisor: PROGRAM DIRECTOR/ MANAGER

JOB SUMMARY:

The Officer Manager will work closely with the director/manager of the Certified Community Behavioral Health Clinic (CCBHC), outpatient program and/or residential center or any other Vitality Unlimited Facility. The position is under supervision of program director/manager. The primary responsibility of the office manager position is to assist the director by assuming the on-site non-clinical operation of the facility. The office manager is expected to always function with a high degree of professionalism and in performing duties and when representing the Vitality Unlimited. The office manager will work in conjunction with the program director/manager on program development and implementation, assist in the creation of schedules, clinical forms and the formulation of new treatment program formats/modalities and the hiring and supervision of employees.

The office manager is responsible for facilitation of client admissions, scheduling of treatment sessions and maintaining clinical records. The position will manage facility supplies, coordinating maintenance work, and overseeing the cleanliness of the facility. Additionally, the office manager will supervise auxiliary employees and complete all job functions necessary to supervision under the guidance of the director. The office manager will have marketing responsibilities when assigned.

DUTIES AND RESPONSIBILITIES:

Essential Job Functions:

Non-clinical practices

Employee understands terminology, procedures, and roles of professional disciplines related to the treatment of mental health and substance use disorders.

- Contribute as part of a multidisciplinary treatment team.
- Comply with federal, state, and local laws and Vitality Unlimited regulations governing substance abuse and mental health treatment.
- Apply confidentiality regulations appropriately in all situations.
- Demonstrate respect and nonjudgmental attitudes toward consumers in all contacts with community professionals and agencies
- Oversee accurate record keeping of treatment services.

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- Excellent computer skills, familiar with word, excel, and all other programs relevant to operation of facility.
- Familiarity with standard office equipment and ability to troubleshoot problems involving office equipment.
- Maintain a logical comprehensive electronic filing system and backup information on computer on a monthly basis.
- Create and maintain all office operation schedules as often as required.
- Development of a weekly work/shift schedules for all disciplines and ensuring work schedules are updated and posted as needed.
- Responsible for all office supplies; to include furniture to cleaning supplies. Maintain inventory of office supplies and records of purchase, assignments, repairs and replacement.
- Administer and distribute internal communications and mail effectively to appropriate personnel.
- Responsible for the office filing system to preserve, maintain, and organize paper records i.e. communication, correspondence, financial, operational, administrative forms, clinical forms.
- Assist with employee files.
- Caretaker of the on- site copies of Vitality Unlimited Policies, Procedures and Protocols; protect and safe keeping of the policy binders, monitor periodically for organization and completeness and needed replacement of binders.
- Will maintain information and keep reports required by Vitality Unlimited and other governing agencies. (SAPTA) i.e. Sign in sheets, staff meeting minutes, in service sign in etc.
- Collect time sheets and leave request for directors' signature.
- Participates in training of new staff as needed.
- Schedule transportation for consumers.
- Verify consumer insurance/payor source.
- Oversee and assist with admissions.
- Parenting program.
- Collects monies/payments from consumers and completes all paperwork i.e. receipts, billing slips, etc., maintains accurate payment/ money collection records and does banking as assigned by supervisor will maintain necessary certification to take vital signs of consumers and assist with Urine Drug screens and breathalyzer testing.
- All other duties as assigned by director, CFO, CEO. Of Vitality Unlimited.

Facility Coordination Responsibility:

- The position is responsible for monthly inspections of all fire extinguishers and replenishment of First Aid Kits.
- Performance and documentation of monthly fire and safety drills.
- Maintain a safe working environment and reports any unsafe conditions to appropriate parties.

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- Maintains discipline in the facility and grounds and assures compliance with Vitality Policies.
- Makes daily rounds to check for cleanliness of entire facility and needed repairs. Then ensures any problem areas or uncompleted the task are done, by performing it or assigning somebody it to get completed.

Supervision Duties:

- Assignment of Duties.
- Monitoring job tasks.
- Oversee daily consumer schedules.
- Arrange vacancy announcements with Human Resources.
- Assist in arranging job interviews, paperwork and participate in interviews.
- Coordinate personnel files and required documents with HR Coordinator.
- Responsible for the completion of all paperwork involved in hiring, evaluations and termination of personnel.

Outreach

- Attend various community meetings as assigned.
- Serve as a liaison between the community and Vitality Unlimited.
- Set up information booths at community events.
- Business development and marketing Vitality Unlimited treatment Services.
- Keep supply of brochures and advertising material available.

Mandatory Job Qualifications

1. Education

- The position requires graduation from High School or GED and
- Two (2) years of experience in an administrative office position.
- Writing and typing skills. Must be able to compose memos and correspondence without a great deal of direction.

2. Experience, knowledge and skills

Office Manager must have excellent secretarial skills to include:

- Computer literacy/operation and data management.
- Knowledge of basic office procedures is essential. Organizational skills,
- Good telephone techniques and public relation skills.

3. Professional Behavior

- Presents positive role model for staff/program clients.
- Exhibits positive attitude toward treatment and recovery.
- Communicates positively/effectively.
- Utilizes appropriate personal methods to cope with stressful situations.
- Accepts constructive criticism and integrates suggestions in effective ways.
- Works harmoniously with others to inspire teamwork and cooperation.
- Dresses neatly/cleanly/appropriately for work environment
- Willing to follow professional code of ethics as stated in NAC 458

Reporting Responsibilities:

Reports to: Vitality Unlimited Western Program Director.
Supervision: Clinical Staff

Other Significant Relationships:

1. Chief Executive Officer, Vitality Unlimited
2. Chief Operations Officer, Vitality Unlimited
3. Vitality Unlimited Administration

I have read the job description and understand fully the duties of my position.

Employee Signature

Date

Human Resources Coordinator