



Position Title: Administrative Assistant, Care Coordination	Department: Care Coordination
Reports To: Director, Care Coordination	Status: Non-Exempt

Position Summary

The Administrative Assistant for Care Coordination is responsible for providing clerical and administrative support for the Care Coordination department.

Position Responsibilities

- Completes program-related typing, copying, and other clerical tasks to include letters, correspondence, memos, records, and reports.
- Answers and tracks incoming intake calls and responds to inquiries and escalating to others as necessary.
- Sorts and files correspondence, program records, case notes, etc.
- Completes confidential typing and data entry as requested.
- Establishes and maintains department databases.
- Creates and maintains all department forms
- Creates and maintains department spreadsheets/trackers/reports.
- Attends department meetings, as needed, to take notes.
- Assists in scheduling meetings, booking rooms, maintaining shared drives/calendars, tracks info (billing, caseloads etc.), mail/postage.
- Assists Intake Specialist with completion/submission of applications/referrals for services and benefits/entitlements.
- Uploads and submits documents to statewide databases/authorization systems.
- Keeps intake dashboard updated and accurate.
- Monitors and reviews enrollments prior to the transition to Care Coordination.
- Utilizes statewide databases to verify eligibility, status, and demographic information.
- Documents and constructs reports in the Electronic Medical Health system.
- Commits to a respectful, just, and supportive environment for individuals and coworkers aligning with the company's commitment to diversity, equity, and inclusion.
- Other duties as necessary or assigned.



Knowledge, Skills, and Abilities

- Ability to find and use available resources to solve problems while being self-directed. Knowledge of Microsoft Word and Excel Strong oral and written communication skills.
- Strong organizational skills
- Ability to keep sensitive and privileged information confidential
- Demonstrates cultural competence
- Proactively approaches professional responsibilities
- Ability to complete work in a timely manner

Position Requirements

- High School Diploma/GED *required*.
- Associates Degree, *preferred*.
- Familiarity with I/DD provider agencies, OPWDD, or Health Homes, *preferred*.
- Office Experience *preferred*
- Experience creating and utilizing tracking systems in Excel preferred.

Employee Signature: _____

Supervisor Signature: _____