



**California  
Human Development**

“Creating opportunities for people to rise above barriers in their pursuit of better lives”.

<p><b>PROGRAM/DEPARTMENT:</b> Athena House Treatment Program</p> <p><b>LOCATION:</b> Santa Rosa, CA</p>	<p>CHD is committed to the implementation of an Affirmative Action Policy and the Americans with Disabilities Act in its recruitment selection and placement of all personnel.</p> <p>CHD an Equal Opportunity Employer</p>
<p><b>JOB DESCRIPTION TITLE:</b> Admissions Coordinator/Treatment Support</p>	<p><b>POSITION STATUS:</b> Regular, Full Time <b>FLSA STATUS:</b> Non-Exempt</p>
<p><b>SALARY:</b> Grade 6</p>	<p><b>PROGRAM HOURS:</b> Varies</p>

**PROGRAM DESCRIPTION:** California Human Development (CHD) is a private, non-profit, human services program serving the Northern California Area. **Athena and Casa Teresa at Stone House** is a long term residential treatment facility serving adult women who are addicted to drugs and/or alcohol. The program features a safe, supportive environment in which women that are addicted to drugs and/or alcohol, and their children may recover and re-enter the mainstream of society, remain out of the criminal justice system and maintain continuous sobriety.

**SUMMARY:** The Admissions Coordinator/Treatment Support is expected to coordinate all program admissions. Additionally, as Treatment Support position is expected to assist in supporting program operations, counselors and administration of program.

**ESSENTIAL RESPONSIBILITIES AND DUTIES:** Under the supervision of the Treatment Division Director and Assistant Director the Admissions Coordinator/Treatment Support will perform the following duties:

Admissions Coordinator

- Maintain admission guidelines by writing, updating, and recommending changes to admission criteria, policies and procedures.
- Field all admissions inquiries and communicate admissions procedures, program structure and treatment philosophy to all potential admissions and community representatives.
- Screens patients prior to admission, evaluating and accepting or rejecting clients as appropriate and referring clients and family’s to other programs & services as needed.
- Admits client’s by completing all applicable admission forms and data entry into the electronic file
- Search, inventory and catalog new admissions property and medications
- Prepares admissions reports by collecting, analyzing, and summarizing data and trends.
- Collaborates with contracted agencies for admission referral
- Organizes admissions schedule
- Schedule and facilitate facility tours
- Collaborates with the Treatment Division Director on budgeting based on admissions trends and revenue forecast.

- Maintains a viable waitlist and case manages admission candidates waiting to enter the treatment program.
- Assess client goals and program objectives utilizing the addiction severity index and other relevant assessment tools.
- Develop individualized and comprehensive treatment plans

#### Treatment Support

- Assist with the self administration of client medications
- Answer and field incoming calls
- Field and manage client questions for appropriate resolution to ensure counselors are not interrupted during treatment planning
- Utilize available time by circulating the floor in an effort to field office inquiries and resolve issues or needs
- Actively participate in safety program and provide meaningful suggestions for working safely.

#### Required Skills

- Knowledge of Addiction and Treatment Concepts Applicable to the population served
- Ability to communicate effectively in English, both verbally and in writing.
- Ability to demonstrate clear oral and written communication skills
- Ability to effectively plan and prioritize work.
- Ability to maintain collaborative working relationships to ensure a productive work environment.
- Ability to provide exceptional customer service.
- Knowledge and proficiency of department information systems including Microsoft Office & SWITS

**SUPERVISORY RESPONSIBILITIES:** None

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

##### LANGUAGE SKILLS:

- A. Bilinigual in Spanish and English desirable.
- B. Work and communicate effectively with a wide variety of individuals and groups in English and Spanish, both orally and in writing.
- C. Write business correspondence memorandums, reports, plans and procedures.

##### MATHEMATICAL SKILLS:

- A. Ability to use arithmetic skills normally applied in this position.
- B. Ability to compute rates, ratios, and percentages.
- C. Create and interpret charts and graphs.

##### REASONING ABILITY:

- A. Establish and maintain productive relationships with participants, employers, management, and professionals from CHD and external agencies and the general public.
- B. Solve problems and resolve conflicts effectively.
- C. Lead and motivate people.
- D. Maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- E. Use effective judgment in crisis situations.
- F. Work with computer database programs.
- G. Identify, implement and coordinate educational and self-enrichment training for residents.
- H. Follow-through on activities and responsibilities in a prompt and punctual manner.

**QUALIFICATIONS:**

**EDUCATION:**

- A. AA in Behavioral Science is preferred
- B. Register, obtain and maintain a Counselor Certification as defined by the California Code of Regulations, chapter 8: Certification of Alcohol & Other Drug Counselors. Upon employment, employees will have six months to register and five years to obtain Certification from an ADP approved certifying organization.

**EXPERIENCE:**

- A. Any combination of training and experience that provides the opportunity to acquire knowledge and abilities listed.
- 3 years of experience with responsibilities involving alcohol and drug treatment/Admissions is preferred.

**WORKING CONDITIONS:**

**PHYSICAL DEMANDS:**

This position requires:

- Frequently: Sitting, Walking, Seeing, Hearing, Speaking, Standing, Bending, Lift up to 25 lbs, Carrying, Pushing/Pulling
- Occasionally: Stooping, Lift up to 40 lbs, Squatting, Kneeling
- Seldom: Climbing, Twisting

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:**

The work environment represents typical conditions that an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate. May have exposure to hazardous materials.

**CERTIFICATES/LICENSES, ETC.:**

- A. Valid California Driver's License.
- B. Proof of insurance on personal automobile.
- C. Satisfactory DMV driving record.
- D. Medical clearance and TB test required.

**ACCEPTANCE and CERTIFICATION:**

Upon acceptance of employment with CHD, I certify that I have read and understand the essential functions and all other aspects of the **Admissions Coordinator and Quality Assurance Specialist** position as outlined above.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date\*