



Next Step Services Coordinator

Job Description

Business Unit: Progress House
Reporting To: Director, Operations
EEO Category: Service Workers
Date Created: 12/05/2019

Location: Indianapolis, IN
FLSA Classification: Full Time, Non-Exempt
PRO:
Date Modified: 1/7/2020

Position Summary

This position will manage all administrative functions of the Next Step facility, ensure rule compliance by the residents, oversee admissions to the facility, and work with the residents on maintaining their recovery.

Essential Responsibilities

Resident Services

- Oversee two apartment buildings, housing a total of 48 men in long-term alcohol and drug recovery
- Monitor Residents' recovery program, including 12-step meeting and workshop attendance, sponsorship, breathalyzer/urinalysis testing, medications, etc.
- Process Residents' rent, fees and/or long-term payment agreements and issue receipts for both Progress House and Next Step
- Collect rent due on the 1st of the month and payment arrangements for residents that aren't able to pay rent in full
- Conduct financial assessments on residents not complying with rent policy and report to senior staff when necessary
- Conduct admissions for new residents
- Oversee evictions of discharged residents
- Facilitate morning and weekend medication monitoring at Progress House
- Print MAT sheets on Monday and maintain throughout the week at Progress House
- Open new MAT Files for new clients, have client sign required documents and organize accordingly
- Discharge MAT accordingly (ensure all medications are signed and accounted for)
- Bill clients at Progress House and Next Step according to funding source
- Adjust client billing accounts upon discharge
- Print labels for MAT Boxes and MAT files
- Work collaboratively with Management to establish guidelines for Residents' chores, safety and security
- Inspect condition of premises periodically and arrange for necessary maintenance
- Maintain Resident database including employment, legal concerns and behavioral issues
- Arbitrate resident conflicts as appropriate; consult with Senior Staff for ongoing conflicts
- Lock community room, trucks and shed nightly
- Notify staff and log all discharged residents who have been moved or evicted
- Oversee removal of property from rooms of residents who have moved (AWOL, UDS, BAC); pack, stack and label all possessions and place in shed
- Facilitate Community meeting at Next Step on the first Sunday of every month. This includes overseeing breakfast is made before the meeting starts.
- Perform weekly apartment checks for cleanliness or contraband

- Perform random and weekly UDS & BAC (Drug screens are done when a resident looks or acts impaired, randomly when needed or at the direction of a senior staff member. Any positive test results in an immediate evictions or concerns). Call a senior staff member with incidents or concerns
- Enforce strict Next Step curfew and report any concerns
- Administer all drug screens in the staff log
- Administer short-term medication, as needed
- Approve overnight passes and ensure clients are drug screened when they return
- Conduct random medication counts and log results for clients on MAT
- Oversee security and safety of the facility and the residents; call 911 when needed and notify the director of such actions
- Liaison between residents and Senior Staff; notify Senior Staff of any severe instability with a resident or severe conflict or any emergency situations involving emergency personnel
- Sort mail and distribute to resident mailboxes
- Empty coins from washer/dryer and vending machines

Coordination and Communication

- Build and maintain caring and trusting relationships with residents and family members
- Collaborate and communicate with all parties involved in working towards identified goals
- Build and maintain strong working relationships with Aspire staff and supervisors
- Respond appropriately to direction and constructive criticism from management
- Respond in a calm and effective manner to a variety of demands, projects and personality types
- Communicate with case managers and/or other care providers and treatment facilities for potential clients

Reporting & Documentation

- Maintain resident documentation as it pertains to their participation in the Next Step Program

Professional Development

- Complete and maintain compliance with required trainings and education required for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within field

Core Values

- **People** - Passionately believes in people and embraces diversity
- **Integrity** - Does the right thing even when no one is looking
- **Laughter** - Believes that laughter is truly the best medicine
- **Learning** - Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** - Sets an intentional culture of personal responsibilities; believes everyone carries the load
- **Relationships** - Serves colleagues and consumers with love, empathy and compassion

Position-Specific Competencies

- **Helpful** - Serve clients and staff in a friendly, patient and positive manner in acting as a key externally facing representative of the organization
- **Detail-Oriented** - Ensure accurate recordkeeping with meticulous attention to client information and carefully follow billing and reporting protocols
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments
- **Conscientious** – Repeatedly produces consistent and polished work from established professional disciplines and guidelines; always works to meet high quality standards
- **Organized** – Promptly assists staff and consumers in an organized, efficient, and steady manner; takes pride in maintaining accurate systems

Skills, Knowledge and Abilities

Education/Experience

- High School Diploma or Equivalent required
- One (1) year of healthcare/medical/recovery-related administrative support experience highly preferred
- Previous insurance billing experience highly preferred
- Previous experience in a mental health/behavioral health/recovery setting and/or medical office preferred
- Experience with Electronic Health Records (EHR) helpful

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be willing to work evening and/or weekend hours
- Ability to be flexible and work other shifts to provide coverage
- Must be able to work independently as well as collaboratively within a team setting
- Must be able to demonstrate respect for patient/client confidentiality practices
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person
- Must have good data entry skills
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and ability to respond to cultural differences, and adjusts communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, including Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents
- Display a positive work ethic
- May be called upon to observe and/or perform urine drug screens for candidates and clients

Physical Demands & Working Conditions

The nature of work (physical, mental and visual demands) is consistent with a high activity, general office environment. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to ascend / descend stairs occasionally
- Heavy exposure/use of computers, cell phones, office phones, etc.
- Ability to work on a computer for extended periods of time
- Ability to communicate effectively by phone and in person

- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc
- Physical requirements of the job include: Frequent periods of prolonged sitting; often standing and walking up to 30% of the time; some bending, stooping, stretching, reaching less than 5% of the time.
- Manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and the ability to write and/or type
- Ability to lift files, open filing cabinets, climb to reach higher files, and occasionally lift and/or move average-weight objects up to 30 lbs
- Occasional exposure to slight changes in temperature due to physical proximity to the front door
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols

Background Checks

Employment is contingent on background checks as required by Aspire’s policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and/or Professional References

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category II - Tasks that involve exposure or potential exposure to blood, body fluids or tissues. Normal work routine involves no exposure to blood, body fluids or tissues, but exposure may be required as a condition of employment as in response to CPR/First Aid incident or in the performance of a response to a behavioral emergency. Appropriate protective equipment is to be readily available to every employee engaged in Category II tasks.

Employee Statement of Understanding

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature

Date

Printed Name