



Progress House Receptionist

Job Description

Business Unit: Progress House

Reporting To: Director, Operations

EEO Category: Administrative Support Workers

Date Created: 11/22/2019

Location: Indianapolis, IN

FLSA Classification: Full Time, Non-Exempt

PRO: Support Positions

Date Modified:

Position Summary

This position is responsible for providing excellent customer service, both internally to Progress House employees and externally to clients, visitors, etc., and providing a variety of administrative duties to support Progress House.

Essential Responsibilities

Clerical Office & Customer Service Support

- Greet visitors and staff in a positive, helpful and professional manner via phone or in person; act as the friendly face of the organization for all visitors
- Assure all visitors are properly registered and signed-in
 - Maintain visitor access, as appropriate, including during visitor hours and/or scheduled meetings
- Coordinate meetings and appointments for staff, as assigned
- Manage multi-line telephone and voicemail system, and route all calls consistently and appropriately, taking thorough messages when applicable
- Assist Re-Entry Coordinators with
 - Maintain a working operations pipeline in Salesforce by keeping statuses updated on candidates and residents, coordinate required documentation at each step of the process, and adding notes when appropriate
 - Maintain waitlist pipeline and tracking individual call ins for movement up or down the list
 - Coordinate interviews for incarceration clients with their Criminal Justice Provider (CJP), keeping both client and CJP informed throughout the process and assisting with setting admissions and/or appointments
- Collect payment from clients and prepare receipts
- Answer resident questions regarding meeting times and workshops, how to complete assigned tasks and chores, visitor times and requirements and other house policies and procedures
- Organize and deliver mail and packages to residents
- Assist with coordinating observed urine drug screening for candidates and residents

Client Paperwork and Data Entry

- Track resident applications submitted via Progress House webform/Form Assembly (FA) and schedule interviews
 - Print and file applications from Form Assembly

- Verify transfer from Form Assembly to Salesforce and set up accounts
- Create Intake packets for scheduled admissions

Coordination and Communication

- Build and maintain caring and trusting relationships with clients 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

- Assist with timely scanning and processing of notes, treatment/Wraparound plans, crisis plans in Aspire's Electronic Health Record (EHR) system
- Maintain case and agency paperwork according to Progress House and Aspire standards

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 occasionally cover evening hours
- 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
- If hired for an office that works with deaf, deaf-blind or hard of hearing individuals, must be able to communicate in American Sign Language (ASL)
- 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
- Ability to be flexible and work other shifts to provide coverage
- 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