



Clinical Service Coordinator/Bilingual Preferred Position Opening

The Children's Advocacy Center of Jackson County (CAC) serves children and teens who have been abused, offering forensic interviews, medical and therapy assessments, therapy, and education for non-offending family members, professional, and the larger community.

The CAC has an opening for a full-time Clinical Service Coordinator.

QUALIFICATIONS:

Basic knowledge of English grammar and composition, spelling, secretarial practices, general office procedures and professional telephone technique.

Proficiency in use of general office machines: copier, fax, calculator.

Basic computer knowledge and keyboard skills. Proficient in Microsoft Office software (outlook, excel, word, etc)

Minimum high school diploma or equivalent and one year experience as receptionist and/or clerical secretarial position.

Ability to follow directions and participate productively and cooperatively with staff, under minimal supervision.

Knowledge and acceptance of professional ethics and familiarity with state regulations regarding confidentiality is required.

Neat professional appearance and ability to interact positively with the public in mandatory.

Must be able to pass a criminal background check.

RESPONSIBILITIES:

Answer the telephone in a cordial and professional manner; screen incoming calls; record and disseminate information promptly.

Schedule therapy appointments. Maintain therapy appointment book(s), intake appointment schedule and records. Confirm appointments with clients one day in advance and cancel appointments when therapist is unavailable. Provide back up for the medical scheduling and telephoning.

Maintain therapy client records as required by CAC therapist and the program.

Notify primary care physician of clients.

Greet people arriving at the Children's Advocacy Center in a warm professional manner.

Oversee the therapy and medical client waiting areas, maintaining safe, orderly and calm atmosphere. Maintain neatness and cleanliness of the area.

Hostess the waiting area; prepare and serve refreshments to clients/families who come to CAC for therapy and/or medicals, as requested by the therapist(s) and medical staff. Supervise Children in the wait area.

Distributes Crimes Victims Compensation paperwork and assist in filling out as needed.

Enter therapy client information on the computer tracking data base program.

Encourage clients to complete service evaluation forms.

Serve as HIPAA Compliance Privacy Officer and contact person for the CAC program.

Coordinate and follow-up on domestic violence referrals.

Provide the CAC administration office a monthly therapy client report.

Maintain confidential information and adhere to policies and procedures regarding to safeguarding client information utilized by program staff.

Promote the Children's Advocacy Center and therapy program in a positive manner to clients, employees, volunteers and the community. Maintain a positive professional image.

Encourage team work through cooperative interaction with employees and volunteers.

Supervise volunteers in the medical/therapy department.

Provide back-up coverage to the Medical Assistant as needed.

Coordinate and oversee therapy billing process.

This is a full-time position with a competitive salary and benefits package, commensurate with experience. Work hours are Monday-Friday 8:30am-5:00pm.

Position closes on Friday, December 26, 2014 at 5:00pm.

For an application packet, contact:

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