



CLASSIFICATION TITLE: Whitehall's Help for Overdoses (WHO) Administrative Assistant	CLASS NUMBER:	FLSA: Exempt
AGENCY/DIVISION: Office of Justice and Policy Programs	JOB TYPE: Full Time, Temporary	PROBATION PERIOD: 180
BARGAINING UNIT: Non-Bargaining	PAY GRADE:	POSITION CONTROL #:
POSITION LOCATION: [REDACTED]	TYPICAL WORK SCHEDULE: Monday – Friday 8:00 AM – 5:00 PM	SUPERVISOR: Assistant Chief of the Whitehall Division of Fire
JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED: N/A		

CLASSIFICATION PURPOSE:

Serves as the primary contact for the coordination of linking individuals who seek assistance from Whitehall's' Help for Overdoses (WHO) program to detox, education, and other treatment program components that are designed to assist them with their journey to recovery.

JOB DUTIES:

- Performs clerical duties related to the provision of clinical services to patients including: greeting patients and families, typing clinical support material as necessary, answering telephone and intercom, taking messages and communicating messages to the appropriate program staff
- Serves as a primary liaison between patients, the program staff, treatment providers, and detox center
- Coordinates with all relevant program staff to monitor referrals and track appointments
- Communicates with relevant team members regarding the program participants and their treatment plan
- Assists in coordinating means of transportation for program participants when necessary
- Conducts appropriate screening of those with SUD that will be utilized to determine proper referral partner
- Conducts screening assessments for co-occurring substance use and mental disorders and the delivery or coordinator of any services determined to be necessary for the individual patient to achieve and sustain recovery
- Assures program participants are integrated into a continuum of care with the focus on an individualized treatment component
- Performs daily personnel filing of information in employer filing system and maintains confidentiality of all program participants information
- Ensures program participants are matched with a community-provider agency to establish a coordinated transition, and ensure continuity of treatment
- Assists with the coordination of community naloxone trainings and distribution of fentanyl test strip education
- Serves as a liaison and advocate for program participants
- Monitors program participant's health status, treatment progress and service use to improve care and address gaps in care
- Attends community education and harm reduction town hall meetings or events held in Whitehall, Franklin County, or other central Ohio locations
- Assist in the development of outreach and engagement strategies to increase participation in, and access to, treatment for diverse populations at risk for OUD
- Ensures all program activities are HIPPA compliant
- Completes necessary charting and record keeping in accordance with agency and funding source requirements
- Assists with completing weekly, monthly, quarterly, and yearly reporting for funding source requirements
- Participates in regularly scheduled team meetings
- Performs other related duties in accordance with agency growth and changes

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

- Minimum of Associate's Degree or articulated equivalent work experience
- Prior administrative or clerical experience
- Knowledge of office management system and procedures
- Attention to detail and problem solving skills
- Excellent written and communication skills
- Ability to work in fast-paced work environment that often requires quick and accurate decision making
- Ability to multi-task and prioritize work
- Strong time management skills
- Proficient in Microsoft Office

Additional requirements:

Once employed, will need to complete HIPAA compliance course as well as agree to adherence to the Whitehall Division of Fire Work Rules and Regulations.

UNUSUAL WORKING CONDITIONS:

May be required to wear personal protective equipment (PPE) to perform duties. May be required to be exposed to patients with SUD with co-occurring mental health disorders that could possibly have a communicable disease. This position may require you to work some evening and weekend shifts.

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date