

**POSITION ANNOUNCEMENT**

**TITLE:** Administrative Assistant for Caseworkers - CCTC

**LOCATION:** Cleveland, OH – CCTC

**STATUS/CLASSIFICATION:** Full-Time/Hourly

**SCHEDULE:** M, W, Th 9a-5p  
Tu 11a-7p,  
Every other Fri/Sun 9a-5p

**RESPONSIBILITIES:** Responsible for assisting Caseworkers with administrative duties.

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**Essential functions of this job include, but are not limited to:**

Assists with the maintenance of client records/files in an organized manner.

Prepares and distributes necessary reports for case management in a timely manner.

Assists case management and program management staff in preparation for program audits.

Assists program management with special projects.

Performs other office duties relevant to the position as assigned.

Mails and/or faxes correspondence, reports, and other documents as needed in a timely manner.

Conducts home visits and job checks on clients as assigned.

Checks the auto log book weekly and notifies Caseworkers of expiration dates on clients' auto insurance, drivers' licenses and registrations.

Types accurate and timely routine correspondence, reports and other documents from Caseworker meetings, handwritten drafts, or verbal instruction using "Word" and other software applications.

Distributes "Notification of Client Releases" form to appropriate staff.

Files for Caseworkers by following a weekly rotation.

Maintains Caseworker master logbook of forms. Maintains the central filing cabinet to ensure Caseworkers have an adequate amount of forms. Orders forms as necessary.

Assists with file retention and destruction in compliance with Agency policies and procedures.

## **COMMUNICATION AND INTERPERSONAL SKILLS**

Facilitates and maintains productive communication while maintaining a professional, prosocial relationship with clients and employees.

Maintains appropriate boundaries with clients as outlined in Agency Code of Ethics and other policies.

Expresses empathy regarding client situations as appropriate.

Recognizes antisocial thinking and behaviors. Addresses them immediately, positively, and in a non-threatening manner.

Acknowledges clients' prosocial behaviors and generates a reward report if warranted.

De-escalates potentially volatile situations between clients when necessary utilizing cognitive-based intervention strategies.

Effectively communicates pertinent information at shift change to co-workers and/or program management staff (i.e., client hospitalizations, suicide watches, federal incident reports, AWOL /escaped clients, unknown whereabouts).

Maintains telephone coverage during hours on duty. Answers calls courteously and professionally, directs calls appropriately, and takes accurate messages as necessary.

Interacts professionally with employees, visitors, guests, law enforcement, court, and safety personnel.

## **MODELING SKILLS**

Speaks positively about the program, Agency, and employees.

Speaks positively about programming, law enforcement, courts, and the law in general.

Displays prosocial thinking and prosocial behavior.

Demonstrates respect toward employees and clients.

## **KNOWLEDGE**

Assists clients in role playing difficult situations to achieve a more positive result.

Demonstrates an understanding of the principles of cognitive-behavioral therapy.

Assists clients in efforts to problem solve.

Demonstrates an understanding of the principles of social learning (*applies to What Works programs only*).

## **OTHER**

Ensures clients' rights are upheld. Maintains client and staff confidentiality according to Agency policies and procedures; state law; and federal regulations to include Confidentiality on Alcohol and Drug Abuse Patients Records, 42 C.F.R. Part 2 and the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 45 C.F.R. Parts 160 and 164.

Obtains required training hours on an annual basis.

Attends staff meetings and required training sessions.

Complies with all Agency security standards, including procedures and electronic equipment/devices.

This job description in no way states or implies that these are the only duties to be performed by this employee. He/she will be required to follow any other instructions and to perform any other duties requested by his/her supervisor.

Regular work schedule of 40 hours per week.

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## **STRENGTH RATING/**

**PHYSICAL DEMANDS:** While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

## **WORK**

**ENVIRONMENT:** While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is usually moderate.

**QUALIFICATIONS:** High School diploma or equivalent required. Must have proficient computer skills ("WORD", Excel, and CMIS). Excellent accuracy and organizational skill required. Must have the ability to effectively work with Agency employees, outside contacts, and a diverse client population.

**STARTING RATE:** \$11.00 per hour

**CONTACT:** Shelby Stiles, Clinical Recruitment Specialist

**Employees of Oriana, House, Inc.,** should email a letter of interest to [ShelbyLStiles@orianahouse.org](mailto:ShelbyLStiles@orianahouse.org). Please refer to the Operations Manual (Recruitment Procedures and Position Announcements, 3003) regarding the complete requirements for letters of interest. Please be aware, if the employee does not meet the requirements, a supervisor may choose not to interview him/her.

**Outside Applicants can:**

1. E-mail a resume to [ShelbyLStiles@orianahouse.org](mailto:ShelbyLStiles@orianahouse.org). OR
2. Fax a resume to: (330) 996-2233, attention Human Resources Department;  
OR
3. Complete a job application at 885 East Buchtel Ave, Akron OH 44305 (Monday through Friday, 9:00 AM to 4:00 PM)

**DEADLINE:** **Wednesday, September 30<sup>th</sup>, 2020 5:00pm**

*Oriana House Recruiters may reach out to applicants via text messaging*

*Oriana House, Inc., is an Equal Opportunity Employer and Drug Free Workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or protected veteran status.*