

Child Guidance Center Inc.

Title Intake Coordinator/Office Administrative Assistant Full-Time

Reports to Program Director

Location Santa Ana

Job Summary

- Intake coordination, scheduling intake appointments (joint appointment), and appointment reminder calls for the Strong Families Strong Children (SFSC) Program
- Field all calls, emails, faxes and walk in referrals into the program
- Create and maintain client charts and organize all office/program documents
- Maintain agency files in accordance with agency policies and procedures
- Coordinate meeting room reservations, RSVPs and the minutes for staff meetings, partner meetings, and CMT meetings
- Maintain and demonstrate a working knowledge of current systems and policies for purposes of supporting staff
- Knowledge of partner agency services
- Follow agency procedures for handling emergencies in the clinic/waiting room
- Maintain working knowledge of and comply with all HIPAA regulations
- Conduct and attend outreach events in the community
- Knowledge of Social Media platforms (Facebook, Twitter and Instagram)
- Attend community meetings and events
- Perform and assist on other related duties as assigned
- Complete discharge procedure of physical charts and in database
- Complete intake procedure of new clients

Skills and Specifications

- Must be computer literate with MS office (Word, Excel and Outlook)
- Recognize cultural diversity and demonstrate appropriate language and behavior
- Ability to interact with individuals of all ages and from diverse background
- Experience working with veterans preferred
- Ability to develop and maintain working and professional relationships with business partners and referral sources
- Ability to work non- traditional hours, including weekends as necessary and required of the position

Education and Qualifications

- High School Diploma or equivalent
- Desire to work with active military, veterans and their families

Ability to:

- Communicate effectively orally and in writing in order to interview people, disseminate and record information
- Communicate accurate information
- Understand and follow oral and written directions and apply them in a variety of situations
- Use correct English grammar, punctuation and spelling