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# Portia Bell Hume Behavioral Health and Training Center

1333 Willow Pass Rd, Ste 102  
Concord, CA 94520  
Tel: (925) 825-1793  
Fax: (925) 825-7094

39465 Paseo Padre Pky, Ste 2100  
Fremont, CA 94538  
Tel: (510) 745-9151  
Fax: (510) 745-9152

5776 Stoneridge Mall Rd, Ste 340  
Pleasanton, CA 94588  
Tel: (925) 223-8047  
Fax: (925) 223-8048

555 School Street  
Pittsburg, CA 94565  
Tel: (925) 432-4118  
Fax: (925) 432-6799

## JOB DESCRIPTION

(12/16/2015)

**PORTIA BELL HUME BEHAVIORAL HEALTH AND TRAINING CENTER (aka The Hume Center)** has a rewarding opportunity for one qualified Administrative Assistant under the leadership of The Hume Center's Department Head. Office location is Richmond, CA.

**MISSION:** The Hume Center's mission is to provide culturally sensitive and comprehensive behavioral health care services and training. We strive to promote mental health, reduce disparities and psychological suffering, and strengthen communities and systems in collaboration with the people most involved in the lives of those we serve. We are committed to training behavioral health professionals to the highest standards of practice while working within a culture of support and mutual respect.

### **POSITION: ADMINISTRATIVE ASSISTANT OFFICE MANAGER**

### **DESCRIPTION OF JOB RESPONSIBILITIES AND DUTIES:**

The Administrative Assistant Office Manager position is a rewarding opportunity for a qualified person. This position is a daily central access by which the public from our community interfaces with our staff, as well as learns about and visits our clinics. Under the leadership of assigned program and department heads, this position supports an effective work environment by providing staff support and provides a warm welcoming for clients/visitors

### **MINIMUM REQUIREMENTS:**

Level I: High School Degree with a minimum of five years' experience as administrative assistant office manager.

Level II: Associates Degree and two years of experience as administrative assistant office manager.

Level III: Bachelor's Degree and one year of experience as administrative assistant office manager.

1. Knowledge and Experience in office administrative functions.
2. Demonstrate flexibility to handle organizational needs.
3. Work full time, five days a week, Monday thru Friday, and be present at the Hume Center
4. Must be willing to work evenings as needed.
5. Demonstrate knowledge for representation of The Hume Center.
6. Proficiency in Microsoft Word, Excel, Google applications (i.e., scheduler, Google docs), insurance eligibility application.
7. Possess a valid California Driver's license. Must be willing to use own vehicle and valid car insurance for work related travel.
8. Be willing to use own cell phone to be accessible and willing to be available to receive calls for crisis and/or emergency situations with supervisors and relevant colleagues.

### **PERSONAL ATTRIBUTES:**

1. Demonstrates Creativity, Flexibility and Openness
2. Demonstrates High Professionalism
3. Strong Organizational Skills
4. Effective Interpersonal Skills
5. Ability to Maintain Confidentiality
6. Excellent verbal and written skills.
7. Detail oriented.
8. Works independently.
9. Works collaboratively with other program staff.

### **DEPARTMENT/PROGRAM ADMINISTRATIVE RESPONSIBILITIES:**

#### **DIRECT SUPERVISOR: DEPARTMENT/PROGRAM MANAGER**

- Scheduling timely appointments
- Organizing all administrative operations of the team, including managing medical records
- Entering various data into state and county databases online and Hume databases in Excel.
- Specific data entry and reporting.
- Maintaining accounting records for consumer and program expenditure
- Training and coordinating communication between the team and consumers.
- Provides general information regarding the services The Hume Center provides, answers routine inquires.
- Logs referrals on computer and in binder and maintains referrals.
- Obtains Authorization for clients.
- Copies of forms assigned according to program and department needs at that location.
- Filing according to program and department protocol.
- Performs a variety of routine typing assignments, data entry, form changes, and faxing.
- Backs up other administrative assistants and personnel in the agency.
- Backs up the Van Driver who picks up patients early in the morning and then drives them home in the early afternoon.
- Participate in staff meetings and annual Hume Center events.
- Meet regularly with supervisor for supervision on a consistent basis.
- Complete any assigned project/task as assigned by Supervisors and /or President.

### **ASSISTANT OFFICE MANAGER RESPONSIBILITIES:**

#### **DIRECT SUPERVISOR: OFFICE OPERATIONS MANGER**

- Greets clients in a warm and friendly manner and have them sign in, contact staff/trainee that their client is here.
- Greet any outside individual (s) who comes for an appointment and obtain a signed visitors form
- Ensure the office is opened by designated business hours each morning.
- Ensure the office is closed by designated business hours each evening.
- Organizes reception and maintain cleanliness, waiting room area, kitchen, restroom and any common work area.
- Room Scheduling. Coordinates of office and conference room assignments and other relevant space needs for events as it pertains to stated needs in collaboration with any staff that makes such request.
- Provide a positive and safe working environment.

- Assist, as needed, in office relocation, moves, etc.
- Ensure filing of business and clinical program charts are filed utilizing an adequate and consistent professional protocol.
- Setup and take down, cleanup of meeting rooms.
- Participate in the ordering and controlling, distribution for all office supplies/expenses.
- Collects any co-payments, deductibles, cash and credit card payments, when applicable.
- Closing files and locating closed files as needed.
- Completes correctly billing preparation information, including but not limited to
- Verifying client's medical insurance
- Eligibility, and authorized service sessions
- Cross checks with sign-in-sheets.
- Faxes billing sheets
- Copies materials as requested and keeps all forms well stocked.
- Oversees mail distribution according to mail distribution procedure.
- Adequately process requests for information/records according to procedure.
- Handle emergency situations as the designated point person to coordinate execute such as earthquakes, electrical outages, fire, safety and etc.
- Run office errands as necessary.
- Provide substitution for office support when needed at other office locations such as answering transferring phone calls or being located at another office site and perform those relevant duties related to the Administrative Assistant Office Manager for that site, as assigned by Office Operations Manager in collaboration with other supervisor(s).
- Handle staff lunch order according to procedure.
- Participate in staff meetings, annual Hume Center events such as graduation ceremony, spring celebration etc.
- Meet regularly with supervisor for supervision on a consistent basis.
- Ensure the smooth functioning of office equipment by routine checks, request service, as needed and timely follow-up.
- Coordinate any office property management needs.
- Complete any assigned project/task as assigned by Supervisors and/or President.