

Family Services Administrative Assistant/Intake Coordinator

Non-exempt

Summary– Catholic Charities-Arlington Diocese is seeking an experienced full-time (40 hour/week) Administrative Assistant for CCDA Family Services in Fairfax VA. This person plays a central role in our operational effectiveness and efficiency efforts for the Family Services program. The position requires a strong knowledge of administrative processes, policies and practices including bookkeeping. The Administrative Assistant possesses a strong customer service approach for internal and external clients.

Responsibilities

Responsible for carrying out a wide variety of support and office management duties including receptionist, finance, and administrative responsibilities.

- Manage reception/ front desk area including mail, clients and visitors.
- Conduct intakes for clients desiring mental health services.
- Call and schedule first sessions for therapists.
- Manage waitlist of clients.
- Assists with monthly and quarterly reports,
- Running regular reports from our online record system
- Order and maintain office supplies.
- Prepare vouchers, handle invoices, expense accounts etc.
- Coordinating with finance office to better aid the program and clients
- Provide administrative support to Program Director and therapists.
- Provide program support and other administrative support as needed.
- Maintains a volunteer schedule and trains volunteers in their duties.

Required Skills

- As the first point of contact for visitors and callers, must maintain a polite and professional demeanor.
- Must be able to handle multiple demands and meet deadlines.
- Must adapt to changes in the work environment, manages competing demands and is able to deal with frequent change.
- Displays willingness to problem-solve and make decisions using sound and accurate judgment.
- Experience in a customer service environment required
- Excellent interpersonal skills needed
- Proven ability to maintain strict confidentiality in communication with others.
- Proficiency in Microsoft Office required

Education and Experience

- Bachelor's degree in Counseling, social work, or a related field
- Minimum 6+ months of directly related experience
- 1+ years of experience working in a mental health setting
- Excellent communication skills with the ability to work with people from diverse backgrounds
- Prior experience using an HER/Revenue management system (Experience with the Credible BH system is highly preferred)
- Understands the workings of the Catholic faith or is willing to learn

Please send a cover letter with salary requirements and a resume to jobs@ccda.net. No phone calls, please.