

Clinical Operations Coordinator-Hybrid

Position Summary: Highly skilled and organized administrative professional to support the daily operations of the Adult Clinical Services team and the Senior Director of Adult Services. Administrative professional will provide excellent customer service while working to support all aspects of the clinical department's strategic goals. Position requires a high level of organization, confidentiality, flexibility, and professionalism.

Essential Job Functions:

- Provide operational administrative support to Clinical Services team.
- Work in partnership with staff from QI and other departments
- Tasks will include developing templates and other correspondence; collecting, tracking, and summarizing/organizing data; scheduling meetings; organizing, inviting, facilitating meetings with responsibility for taking and distributing meeting minutes; distributing information to team members; tracking deliverables and deadlines; preparing reports by collecting and analyzing information, project coordination; copy, scan, and email to distribute various materials as needed.
- Process, track and disperse requests and approvals of clinical service providers, consultants, and internal specialty services to support funding of one time and annualized services.
- Maintain and track all specialty services requests
- Familiarize self with clinical services and procedures to disseminate clear, concise information about our services.
- Ability to interface well with individuals and families, with patience and sensitivity to their needs.
- Ability to communicate professionally with all stakeholders, community members, and networks.
- Ensure updated client information in all areas for new and/or transferred clients for accuracy
- Organize and maintain Clinical Drive.
- Provide daily support to Senior Director of Adult Services ensure quality, efficient, person centered outcomes via phone, Zoom, face to face meetings, and Huddles with director and other group staff
- Create and maintain, Board of Directors documents and reports
- Assist with preparation for Audits
- Participate in Clinical Adult Services Team meetings, notes, f/u items

Qualifications, Education and Experience:

- Minimum Associate's Degree; preferred higher level of education in Administrative Operations, Business Administration, or related discipline.
- Demonstrated 2-3 years' experience providing administrative support to integrated subject matter disciplines.
- Proven to be accurate, efficient, and dependable in data collection and report creation; may include preparing reports in various formats.
- Ability to collaborate, communicate, set priorities, and organize the work in order to meet deadlines, ensuring compliance with established processes, policies, and regulations.
- Sensitivity to confidential matters required.
- Strong verbal and written communication skills with internal team members, management, and external partners.
- Preferred knowledge of medical terminology used Developmental/Intellectual Disabilities and/or Mental Health services due to the technical nature of language utilized.
- Proven dependability consistently at work and on time, follows instructions, responds to management direction, and solicits feedback to improve performance and
- Able to work independently as well as part of a team.
- Proficient in Microsoft Windows environment including working knowledge of Word, Excel, Outlook; also, prior experience with relational data base knowledge (Harmony preferred)
- Communicate constructively to management and staff on problems, ideas, or any other insights to assist in defining new best operational practices.
- Possess reliable transportation, valid drivers' license, and applicable vehicle insurance for business travel.