



Administrative Assistant, Office of Christian Care and Counseling

Reports To: Assistant to the Pastor of Counseling
Prepared by: Human Resources

FLSA Status: Non-Exempt
Date: October 2021

SUMMARY:

Alfred Street Baptist Church (ASBC) is excited to announce our search for our **Administrative Assistant** to the Office of Christian Care and Counseling. Our church has over 8,000 members and continues to grow “Building Disciples to Win the World for Christ.” ASBC has over 80 ministries to meet member needs. We seek top performers who can advance the work of the Lord. We seek people who have much to offer and are dedicated servants of God. We also seek those individuals who are upbeat, loyal, and resourceful and are dedicated to working to fulfill our mission.

This is a full-time position at the Alfred Street Baptist Church (ASBC) located in Alexandria, Virginia. The incumbent is under the day-to-day supervision of the Assistant to the Pastor of Counseling and is primarily responsible for providing administrative and clinical support to the Counseling department through intake and initial assessment of individuals and families, coordinating referrals from partner agencies, compiling monthly reports, providing basic program information on services and other administrative assistance as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintains up-to-date case management documentation on clients, collects and inputs pertinent client information into the database, and schedules appointments and patient services. Manages calls from patients and clinicians related to scheduling issues.
- Reviews clinician schedules frequently, ensuring clinicians are assigned efficiently, matching skill with required care and optimizing clinician capacity, ensures missed visits are rescheduled, schedules appointments ensuring that all pertinent parties are available and monitors/resolves calendar conflicts.
- Receives and forwards telephone calls in a pleasant, professional, and courteous manner. Screens inquiries to schedule potential new patients. Assess patient needs to match patient with an appropriate provider. Assists patients with any questions and provides accurate information on desired services.
- Collects and compiles data and prepares monthly statistical reports for management.
- Maintains strict confidentiality of sensitive documents and protects private information ensuring HIPPA compliance.
- Reviews correspondence, reports and other papers as prepared for manager’s signature to assure conformance with administrative instructions and departmental requirements.

- Performs related administrative tasks and special projects as assigned.

MINIMUM REQUIREMENTS:

- Case management experience required.
- Proficient use of current office and communication technology including Microsoft Office Suite, client management systems and database knowledge.
- Must be well versed and comfortable using collaborative tools and applications.
- Adhere to the ASBC and professional code of ethics associated with the respective certifications and licenses.
- Previous experience at a church or non-profit organization preferred.

CORE COMPETENCIES REQUIRED:

- **Interpersonal Skills:** Establishes good working relationships with all others who are relevant to the completion of work; works well with people at all levels of the organization; builds appropriate rapport; considers the impact of his/her actions on others; uses diplomacy and tact; is approachable; avoids communication triangles.
- **Attention to Detail:** Consistently attends to the many small pieces, which must be assembled into an organization as a whole; resolves unanswered questions needed to address a problem; keeps the larger picture in mind while tending to the smallest of details.
- **Initiative:** Enjoys working hard; is action oriented and energetic about worthwhile activities; not fearful of taking calculated risks; seizes opportunities; sets demanding but achievable objectives for self and others.
- **Communication** - the ability to listen to others objectively, paraphrase the content of the message, speak effectively, use various forms of written communication through written reports, etc.
- **Planning and Organization** - the ability to identify alternative courses of action, accommodate multiple demands and requests, prioritize, establish goals and follow through on fulfilling these goals, manage time effectively, and predict future trends and patterns.
- **Critical Thinking Skills** - the ability to identify quickly and accurately the critical issues when making a decision or solving a problem, identify problems and needs, identify information sources appropriate to a problem or need, and formulate questions to clarify a problem.

EDUCATION, CERTIFICATIONS AND LICENSES:

- Bachelor's degree in Social Work, Psychology, Sociology, or a job-related discipline is preferred.
- 5+years' administrative experience with data entry and office administration, or equivalent combination of education and experience.

As a condition of employment, all employees hired after October 1, 2021 are required to be fully vaccinated for COVID-19 and able to provide proof of such vaccination. To make application for a medical or religious exemption, please contact the Human Resources Department.

APPLICATION PROCESS

Qualified candidates should submit a cover letter, resume, and list of three references using our online application system.