

<b>Organization</b>	<i>Owls' Nest North Therapy Joint (ONN)</i>
<b>Job title</b>	<i>Administrative Specialist</i>
<b>Reports to</b>	<i>Kristi Erlich, Clinical Director Heather Sutch, Clinical Co-Director</i>

## Application process

Please email (only) Kristi at [kristi@owlsnestnorth.com](mailto:kristi@owlsnestnorth.com) a résumé and cover letter. Applications without a cover letter or stock cover letters will not be considered. Successful applicants will be contacted to setup a videoconference interview.

## Job purpose

The purpose of this position is to provide administrative and operational support to the clinic and clinical directors.

## Duties and responsibilities

### Administrative

- Maintain clinic files
- Utilize various phone and computer technology
- Process new hire enrollments and paperwork
- Process payroll through gusto
- Order supplies
- Copying and faxing
- Responding to records requests
- Report issues in the building to supervisors
- Coordinate building maintenance when needed
- Practice HIPAA standards

### Personal Qualities

- Excellent attention to detail
- Skill with numbers
- Ability to solve complex problems in a community setting
- Adaptable and flexible
- Ability to track complex and nuanced tasks
- Critical thinking skills
- Ability to maintain high standards of confidentiality and privacy with sensitive information
- Self-reliant and independent, but able to ask for assistance when needed
- Reliable and organized
- Resilient and open to feedback
- Capacity to maneuver grey areas and adapt to contextual needs
- Flexible as clinic needs develop and change
- Communicative and able to resolve interpersonal conflict

## Qualifications

Demonstrated success managing and performing complex and simple tasks, as well as tolerating repetition and change equally.

- Must pass a criminal background check prior to hiring
- More than five years experience managing operations and administrative duties
- Intermediate to expert skill using Microsoft 365 products, email, a variety of web-based applications, the internet and *highly* adaptable to new technologies
- Demonstrated willingness and ability to meaningfully collaborate with a clinical team on social justice and anti-oppression issues.
- Familiarity with GLBTQQi people and people of non-dominant cultural experiences.
- Willingness to take direction on administrative issues

The Administrative Specialist must meet the following minimum qualifications:

- More than two years experience in an administrative support role
- More than two years experience using technology and executing administrative tasks
- Excellent references
- Experience working in a mental health care setting preferred
- Knowledge, understanding and capacity to follow strict ethical and legal guidelines around client confidentiality;
- Recovering Staff: Program staff, contractors, volunteers and interns recovering from a substance use disorder, providing treatment services or peer support services in substance use disorders treatment programs, must be able to document continuous abstinence under independent living conditions or recovery housing for the immediate past two years.

### **Working conditions**

This position requires regular early morning and occasional evening hours, but scheduling is somewhat flexible. A successful candidate can expect to provide 5-20 hours per week on job duties in a COVID-safe environment. The majority of work will be in-person, but some will be possible remotely as well.

Candidates are required to have some flexibility as to work hours based on clinic needs.

### **Benefits and Compensation**

This position offers paid time off on an accrual basis, and sick time. \$18-23 per hour, range depending on experience and skill. We are proactive about offering raises.

### **Physical requirements**

This position may require sitting for extended periods of time and repetitive tasks.

### **Direct reports**

Clinical Director and Clinical Supervisors.

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