

PRESBYTERIAN CHILDREN'S HOMES AND SERVICES OF MISSOURI

JOB TITLE: Secretary: Foster Care
Case Management Programs

FLSA STATUS: Non-Exempt

LOCATION: STL, Springfield

DATE: 09/05

REPORTS TO: STL Regional Services Director
Springfield: FCCM Supervisor

REVISION DATE: 03/08; 01/10; 12/14

POSITION SUMMARY:

This position has primary responsibility for providing general secretarial and clerical support to the Family Foster Care Case Management Program and provides support as needed to other community based programs.

ESSENTIAL JOB FUNCTIONS:

- Receives, sorts, and routes incoming mail.
- Receives and routes incoming faxes.
- Fax and copy correspondence and documents.
- Answers telephone in a professional manner and delivers clear messages to appropriate personnel, including telephone number, name of caller, time, date, message, etc. In the St. Louis office, shares front desk receptionist coverage as needed.
- Greets visitors in a friendly and professional manner and helps them find their destination.
- Assist with client case files including picking up new files from referring agency, PCHAS-MO case file set-up, accurate and timely filing of case documents, closing case files, and returning case files to referring agency in the proscribed manner.
- Collect and copy most recent court orders for all clients.
- As requested, assist new workers in setting up with the *FACES and FamCare* client data systems.
- In Springfield, process new hire packets and transmit to the St. Louis Human Resources office in a timely manner.
- Reserve rental cars for workers, as necessary.
- Troubles shoot and assist with problems involving copiers, fax machines, and computers.
- Perform other duties as negotiated to assist in meeting agency goals and objectives

JOB REQUIREMENTS:

EDUCATION:

High school diploma; vocational and/or some college work preferred. Upon employment, must pursue continuing education and/or in-service training required for this position.

EXPERIENCE:

Prefer minimum of one (1) year prior experience performing similar job tasks.

SKILLS:

Ability to represent PCHAS-MO and the foster care case management program in a highly professional manner through effective communication, verbally and in writing. Ability to handle business matters in a confidential manner; plan and execute tasks in an organized and timely fashion; flexibility to adjust as work demands and procedures change; perform math calculations; proficiency with agency approved word processing, spreadsheet, and data base software. Proficiency with *Microsoft Office* software.

SUPERVISORY RESPONSIBILITIES:

None

EQUIPMENT TO BE USED:

Must be able to operate computer using agency approved programs, and other office machines such as fax, calculator, telephone, and so on.

TYPICAL PHYSICAL DEMANDS:

Requires sitting, standing, bending and reaching. May require lifting up to 25 pounds. Requires manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, the telephone and other office equipment. Requires normal range of hearing and vision.

TYPICAL MENTAL DEMANDS:

Must be knowledgeable in office procedures, and able to answer questions in a friendly and professional manner. Must be able to work with people from various ethnic backgrounds in a culturally competent manner.

WORKING CONDITIONS:

Works in a typical office setting, and occasionally drives an automobile to conduct agency business.

OTHER REQUIREMENTS:

Must hold a valid driver's license, have and maintain a risk-free driving record. Must be willing to undergo initial and periodic child abuse/neglect, criminal history, sexual offender, and child care/elder care disqualification list screenings as conducted by the *Missouri Department of Health and Senior Services* utilizing the *Family Care Safety Registry*. Upon request, must submit fingerprints for review by the Missouri State Highway Patrol and Federal Bureau of Investigation (FBI). Must undergo a pre-employment drug screen and a pre-employment physical with the results showing no evidence of communicable disease.

I have read and understand the responsibilities, qualifications, and demands of this job position (Secretary for Foster Care Case Management), and I have had the opportunity to review this job description with my immediate supervisor.

EMPLOYEE: _____

SUPERVISOR: _____

DATE: _____

DATE: _____

THIS JOB DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR EMPLOYMENT