Supported Community Living Counselor and Office Support Assistant Job Description

40 HOURS/WEEK, M-F 9AM-5PM. APPROXIMATELY 20 HOURS/WEEK SUPPORTED COMMUNITY LIVING (SCL) COUNSELOR DUTIES AND 20 HOURS/WEEK OFFICE SUPPORT ASSISTANT DUTIES.

SCL POSITION SUMMARY
Counselor will meet with clients on a one-on-one basis to provide counseling services or hands on training to enhance client’s daily living skills. schedule will be mainly M-F 9-5, although evenings and/or weekends may be required.

OFFICE SUPPORT ASSISTANT POSITION SUMMARY
The office assistant is the first point of contact for walk-in visitors and people calling Successful Living. The office support assistant is responsible for greeting and responding to the needs of visitors and callers, including providing information about community and agency resources and directing requests to the appropriate agency staff. The office support assistant may also perform a variety of administrative and clerical duties that support consumer services, information and referral and the operation and presentation of a professional office. These duties will vary as staff needs fluctuate.

REQUIREMENTS:
* ALL COUNSELORS MUST HAVE A COLLEGE DEGREE OR A MINIMUM OF 2 YEARS EXPERIENCE WORKING WITH PERSONS WITH HIGH NEEDS.
* VALID DRIVER’S LICENSE AND RELIABLE INSURED VEHICLE. DRIVING CLIENTS IS REQUIRED.
* PASS MULTIPLE BACKGROUND CHECKS.
* EXCELLENT WRITING AND COMMUNICATION SKILLS.

SCL COUNSELOR DUTIES
* Assist clients in development of an individual case plan reflective of goals and action steps.
* Teach daily living skills to clients.
* Counselors will meet with clients in the most natural setting--their homes or in the community.
* Counselor will assist clients in developing natural supports, and to be as independent as possible.
* Maintain at a minimum, 14 hours of billable contact with clients each week.
* Type daily contact sheets and hours on assigned clients. Contact sheets need to be done on computer and placed on the M drive; tell the date and time you met with clients; identifying goals and action steps worked on. Contact sheets must be turned in with time sheet each Wednesday by 5:00 pm with weekly summary of hours.
* Turn in quarterly progress reports on assigned clients. Counselors must use agency form and type information maintaining appropriate deadlines.
* All agency staff are required to provide information to compliance coordinator pertaining to incident reports and monthly updates on progress of goals.
* Meet weekly with assigned supervisor(s).
* Responsible for maintaining documentation in files as outlined by Chapter 24 and Habilitation guidelines.
* Contact clients if appointments need to be changed or if the counselor will be running late or ill.
* Treat clients and other staff with dignity and respect.
* Attend all agency staffing and training.
* Work days and hours as assigned by supervising coordinator(s).
* Communicate consumer information to other staff.
* Agree to follow all agency policies and procedures, related to Chapter 24 and Habilitation guidelines.
* Submit a properly completed Outlook schedule each Friday on the computer.

**OFFICE SUPPORT ASSISTANT DUTIES**

* Answer phones, send and receive faxes, check e-mail, check voicemail, distribute mail, file paperwork, operate copier/scanner, greet walk-ins.
* Distribute information and information requests to appropriate staff.
* Maintain a pleasant, professional, and secure office atmosphere. Respect confidentiality in discussing consumers, staff, volunteers, and organization matters.
* Sort and file documents as needed.
* Maintain a current knowledge of the contents of the M drive and provide assistance to staff with this as necessary; add/update information on the M drive as requested including maintaining the Resources folder.
* Complete tasks requested by staff members.
* Provide training for new staff on office machines (copier, fax, phones, etc.) and answer questions with a professional demeanor.
* Update the mailbox labels as needed.
* Shred documents as needed and remove shredded and recyclable material.
* Organize and store office supplies.
* Clean, maintain and organize the office keep (copy room, file room, front desk, lobby areas, etc) clean and organized which may include wiping/disinfecting surfaces, vacuuming, picking up office and meeting rooms washing dishes and sinks, putting away supplies.
* Inform supervisor of needed supplies and replenish supplies as directed.
* Make and/or record payments made to Successful Living, entering information into client ledgers as needed.
* Other duties as assigned.

**Medications** – Successful Living Medication Administrator Training Required.

* Maintain a current schedule of clients picking up medications at the office.
* Disseminate medications as set and scheduled by the medication manager.
* Follow current medication protocols.

I have received a copy of the Supported Community Living Counselor and Office Support Assistant job description and I agree to comply with the description while I am employed at Successful Living. I am able to perform the aforementioned duties without accommodation or with reasonable accommodation. I also understand that I must give 30 days’ notice if I decide to resign this position.

Employee: ___________________________     Date: ________________
Supervisor: ___________________________    Date: _________________