



Job title	<i>Administrative Assistant, B-3 Services</i>
Reports to	<i>Director of B-3 Services</i>
Fair Labor Standards Status	<i>Non-Exempt</i>

Job purpose

The Administrative Assistant is responsible for assisting in the daily operations of the Birth to 3 Program. The Administrative Assistant provides support to all staff working within the Birth to 3 Program, to include the service coordination, special education, and therapy staff. Responsibilities include compliance and data entry into B-3 tracking systems to support departmental needs, providing technical assistance to staff on compliance and best practice in the Birth to 3 Program. This position is also responsible for coordinating internal processes that facilitate and assist in successful cross-departmental implementation of Primary Coach Approach to Teaming (PCATT). This position reports directly to the Director of Birth to 3.

Working relationships

Community professionals
Agency Staff
County and State staff
Families
Volunteers
General public
Physicians
Clinics
Schools
Universities

Prime functions

Coordinate B-3/Therapy staff procedures and tracking to ensure B-3 program compliance with internal and external governing body requirements i.e. Milwaukee county; State Medicaid; State PPS system; private insurance; etc.

- Tracking and logging of Birth to 3 and State PPS data.
- In collaboration with Directors, monitor PCATT paperwork for adherence to timelines and required documentation.
- Enter referral data and documenting status of referrals.
- Monitor, log and update PCATT team meeting agendas in collaboration with Facilitators.
- Assist supervisors and staff, as needed, to enter, maintain, and monitor accurate information into the State PPS system.
- Log Individual Family Service Plans (IFSP's) sent and received by the County.
- Coordinate, schedule, and track interpretation needs within the Birth to 3 and Therapy Departments.
- Assist with State, County, and Insurance audits by assisting with the preparation of information and ensuring accuracy of files.

Works collaboratively with other departments as needed i.e. Finance, Information Systems, Intake, etc. in response to changing guidelines or updates and to ensure accuracy and compliance with all HFS.90, PCATT, State, and County requirements and with regard to all steps in the billing process.

- Collaborate with Program Data manager to identify electronic health record user needs and develop efficient systems of use.
- Coordinate prescription and intake compliance prior to the completion of evaluations.
- Provide reminder calls/contacts to caregivers related to evaluations and initial IFSP development.
- Remain up to date on funding source billing requirements and targeted case management services performed for Birth to 3 Program.

Provide additional administrative support to the Birth to 3 Program

- Perform administrative tasks including filing, preparing correspondence, photocopying, and maintaining inventory of supplies.
- Coordinate, schedule, and track late stay calendar.
- Coordinate tool kits and maintain inventory.

Assist the agency as needed:

- Proficient use of EHR system to train and support program staff.
- Act as a resource to B-3/therapy staff for programmatic questions, billing questions, processes, procedures, etc.
- Provide backup coverage to the Agency Access Clerk, as assigned.
- Perform all other duties as assigned.
- Encouraged to volunteer 4 hours of time per year to a Penfield activity.

Qualifications

- Bachelor's degree in non-profit management, business management, or related area preferred.
- One year experience as an Administrative Assistant or Customer Service.
- Knowledge of WI Birth to Three Program highly desired.
- Computer literacy required: efficiency in Microsoft Office, etc. Ability to learn new programs.
- Flexibility, able to manage multiple tasks.
- Spanish speaking preferred.
- Strong organization, coordination, and tracking skills.
- Ability to make independent judgments and utilize time efficiently with minimal supervision to meet deadlines.
- Ability to present and request information clearly and concisely in verbal and written form.
- Ability to relate effectively with clients.
- Ability to work effectively and cooperatively as a member of a team, balancing time between various Director's needs.
- Ability to professionally communicate with various contacts at health care agencies, physicians, and staff.
- Ability to lift or move objects of 50 lbs. or less on a daily basis.
- Must have sufficient mobility to move- including bend, stoop, reach, lift and grasp.
- Meet vaccine standards as outlined in Bloodborne Pathogens Exposure control plan.

Performance criteria

- Deepen our impact: development of partnerships to strengthen children's health
- Organizational development: foster a culture of high performance, accountability and teamwork
- Financial Stability: maximizing organizational efficiencies through productivity and program improvements.
- Quality Improvements through Data Analytics: implement electronic client records system.
- Community Engagement: execute communication and outreach plan for awareness and position Penfield as a leader in the field

Penfield Children's Center is an Equal Opportunity Employer.