

# ASCEND COUNSELING SERVICES, INC.

## Job Description: Part-time Administrative Assistant

Position Title: Administrative Assistant

Department: Mental Health and Substance Abuse Services

Reports To: Chief of Director

Status: Part-Time

### Position Summary

The Administrative Assistant provides essential clerical, organizational, and customer service support to the Mental Health and Substance Abuse Program. This role ensures efficient day-to-day operations, assists clinical and administrative staff, and serves as the first point of contact for clients, families, and community partners. The Administrative Assistant helps maintain compliance with state and federal regulations while supporting the mission of providing compassionate, client-centered care.

### Key Responsibilities

#### Client Services & Front Desk Support

- Greet clients and visitors in a professional, welcoming manner.
- Answer and direct phone calls; provide program information as appropriate.
- Schedule client intake and follow-up appointments; manage clinician calendars.
- Ensure confidentiality and adherence to HIPAA guidelines at all times.

#### Administrative & Clerical Duties

- Prepare, organize, and maintain client files and program documentation.
- Assist with data entry, billing support, and preparation of reports.
- Process mail, faxes, and correspondence.
- Draft and proofread letters, forms, and program materials.

#### Program & Compliance Support

- Support compliance with agency policies and state/federal requirements (e.g., 42 CFR Part 2, HIPAA).
- Maintain accurate records of program activities, referrals, and service documentation.
- Assist in tracking client attendance and missed appointments.
- Coordinate staff meetings, take minutes, and distribute agendas/materials.

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## **Operational Support**

- Order and maintain office supplies and program materials.
- Assist with preparation for audits, licensing reviews, and quality assurance processes.
- Support staff in special projects, outreach activities, and program events/assist with the agency's fundraising and giving out flyers

## **Qualifications**

- High School Diploma or equivalent required; Associate's Degree preferred.
- Minimum of 2 years' experience in an administrative or office support role (healthcare or behavioral health setting preferred).
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and electronic health record (EHR) systems.
- Strong organizational, time management, and multitasking skills.
- Excellent written and verbal communication skills.
- Knowledge of confidentiality laws, HIPAA, and behavioral health documentation practices preferred.
- Ability to work independently as well as collaboratively with a diverse team.
- Demonstrated professionalism, discretion, and strong customer service skills.

## **Work Environment**

- Office setting within a behavioral health/substance abuse treatment facility.
- Regular interaction with clients, staff, and community partners.
- Requires occasional evening or weekend hours based on program needs.