



Job Description

LifeTime Resources Mission Statement:

Working together to provide services that help people maintain their independence

LifeTime Resources Core Values:

Compassion

Cooperation

Commitment

Job Title:

Administrative Assistant

Supervisor:

Office Manager

Division:

Home and Community Care

FLSA Status:

Non-Exempt

Position Overview:

Provides administrative support to the Division Supervisors, assists with field staff coordination, and support of program compliance in keeping with the goals, philosophy of service, policies and objectives of the agency, as well as requirements of the Adult Guardianship office, Indiana Family and Social Services Administration, and other regulatory agencies.

Essential Functions:**HCC ADMINISTRATIVE SUPPORT**

- Provides administrative support to the Division Supervisors to facilitate efficient operations, including but not limited to written correspondence, maintaining confidentiality of correspondence and tasks, assisting with orientation/termination of employees, and collaborating with the staff as needed.
- Completes all tasks with a sense of urgency, effectively prioritizes to ensure timely and effective established productivity standards. Ensures timely flow of work between satellite offices and administrative office.
- Ensures an adequate availability of supplies and functioning equipment.
- In absence of the Office Manager, ensures workflow is maintained.
- Assists with Performance Standards tracking by running monthly reports and posting results for supervisory review.
- Assists with coordinating the field staff pool, ensuring that individuals, staff, and supervisors are informed of coverage details.
- Assists with and participates in required meetings, including creating the agendas for the monthly department meeting and Performance Standard meetings, and taking minutes when required.
- Assists with monitoring compliance related to NCQA and the Area Plan.
- Runs background checks as needed for the Private Provider List.
- Acts as the division point person for all Microsoft related applications.

- Processes timesheets for supervisory review. Manages division time off calendar.
- Process all departmental mail daily and distributes FSSA related notices.
- Provides administrative support for all home modifications including arranging and attending all pre-bid conferences.
- Processes all provider bills, including monthly legal aid and ombudsman; brings discrepancies to supervisor's attention for further review.
- Generates and processes all monthly cost share statements.
- Handles all outstanding balance collection. Generates and mails all individual termination letters associated with outstanding balances after supervisor's approval.

SENTRY SERVICES SUPPORT

- General administrative tasks as need for Sentry Services.

ADMINISTRATIVE/GENERAL

- Consistently and effectively utilizes position procedures, recommends changes when necessary and completes updates as required.
- Attends trainings and keeps abreast of issues and information necessary to perform work duties.
- Adheres to agency policies and procedures.
- Understands, supports, and models the agency's Mission-based Values.
- Engages in other related activities or special projects as required or assigned.

The essential functions identified here are a representation of those duties required of this position and in no way are intended to be a complete list.

Performance Requirements:

Knowledge, Skills, Abilities, & Mental Demand: Clerical and computer skills; written and verbal communication skills; listening skills; positive interpersonal skills; customer service skills; ability to perform multiple concurrent tasks in an organized manner; reasoning and problem-solving skills; ability to work with minimum supervision; ability to train; ability to handle sensitive situations.

Physical Effort: Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently, ability to climb stairs and independently access all customers' homes

Working Conditions: Office environment, occasional travel, customer homes, possible exposure to bodily fluids, daily customer contact, and occasional inclement weather.

Education, Experience and Training: High school diploma or equivalent required. Knowledge of basic or commonly used procedures or operations, requiring some prior training or 1 to 2 years related experience; valid driver's license.