Assistant - Client Services Unit

Closing Date: Until filled
Classification: Non-exempt
Department: Client Services
Reports To: Program Manager
Compensation Range: $17.01 - $21.19 per hour

Primary Purpose:
To assist and facilitate all administrative processes as they relate to the program managers and service coordinators in Client Services Units.

Job Specifications (Knowledge, Skills and Abilities):

- Requires excellent administrative skills, as generally acquired by 1-2 years or more experience in a capacity where administrative tasks and interfacing with the public are extensive
- Requires the ability to communicate clearly and effectively to clients, families, consultants, WRC-employees, and all others when representing the organization
- Requires excellent communication skills, including written correspondence, as well as a helpful, professional and accommodating demeanor
- Requires the ability to prioritize workflow and perform a variety of tasks in a timely manner
- Requires proficient level computer experience, i.e. Microsoft Word, Excel, Outlook, PowerPoint, and Teams, and the ability to learn new software applications quickly
- Requires reliability and proven ability to work well in a diverse, fast-paced team setting, while taking accountability to complete required tasks efficiently.

Job Duties (*=essential function):

- Assemble referral packets and prepare SC IPP-meeting packets, materials, and any related forms*
- Assist with completion of IPP addendums
- Request and obtain applicable documents from outside sources i.e. SSI/IHSS/Medi-Cal
- Assist with electronic submission of conservatorship and court reports when they are completed by the service coordinators*
- Assist with obtaining and retrieving charts and other records for internal coordination of hard/e-charts among departments: Certification/recerts/requests re: Medicaid Waiver (MW) individuals, SDP/Waiver, jury duty waiver, medical records, birth/death certificates, and referrals to educational/health/medical/psychological, etc.
- To retrieve voicemail messages and emails for employees on medical leave or vacant caseloads and relay retrieved information for needed follow-up as needed, once consulted with the program manager - set up outgoing messages to reflect time-off period*
- To print out monthly MW-list and keep track of any charts not submitted for review by the MW- deadline, 5th of the month*

- Follow-up and tracking of pending Special Incident Reports (SIR) completion request, gift card return receipts, and follow-up as needed*
- Assist with completing purchase of service (POS) terminations and new POS-requests
- Serve as an accounting liaison and assist in resolving accounting issues by meeting with service coordinators and applicable accounting staff
- Assist with sending out and tracking support documents to clients/families/programs*
- Assist with recording residential assessments (PASSARS) and supportive documentation
- To complete special projects occasionally assigned by the program manager and work on small projects - running stats and become well-versed in gathering info per database
- Assist and track various ADP-time sheet requests
- To prepare Inter-Regional Center Transmittals and transfer summaries*
- Help coordinate and participate in team projects
- Other duties as assigned including all the different mailings that need to go out on the caseloads, i.e. introduction letters, inactivation/no contact letters, and various Early Start mailings
- Help coordinate team building events
- Assist with gathering insurance documents required for behavioral services and Early Start services*
- Assist Early Start with (LEA) notifications referrals related to appropriate school districts
- Assist with gathering documents from the Service Coordinators and submitting of documentation to the Program Managers during a DDS audit
- To follow up with Early Start vendors to obtain initial start date of service(s).

Work Environment and Conditions:

• Onsite during probation with potential limited flexibility based on business needs.

Physical Requirements & Travel:

• Ability to remain in a stationary position (seated or standing) for extended periods while working at a computer.
• Ability to move throughout the office to access files, attend meetings, and engage with staff and visitors.
• Ability to lift, push, pull, and carry up to 25–30 pounds occasionally (files, office supplies, equipment).
• Work performed in a professional office environment with standard and bright overhead lighting.
• Local travel may be required within the WRC service area
• Reasonable accommodations will be made for individuals with disabilities to perform essential job functions.

This summary is not intended to represent an exhaustive list of duties; additional responsibilities are determined as to meet the needs of the community we support*

WRC is an equal opportunity employer. Further, WRC will consider employment qualified applicants with criminal histories in a manner consistent with the requirements of the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance. If interested, please send resume to Jobs-WRC@Westsiderc.org and include the **Job Title** in the subject line of the email.