



**JOB TITLE:** SAMHSA Administrative Assistant  
**DEPARTMENT:** Substance Use Disorder Services  
**REPORTS TO:** Director of Substance Use Disorder Services

### **Summary**

Duffy Health Center is a patient-centered medical home, and every role requires functioning effectively using a team-based approach. The Administrative Assistant is responsible for providing a variety of administrative and clerical duties for the Substance Use Disorder Services Department at Duffy Health Center under the SAMHSA grant in support of the grant objectives. This includes providing administrative support to the Project Director (Director of Substance Use Disorder Services or DSUDS), collecting and recording data, maintaining, and updating records and files for SAMHSA grant and department meetings, and minute taking. This position is deemed non-essential\* in the DHC Emergency Operations Plan.

### **Position Functions**

*The statements contained in this job description reflect general details, as necessary, to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties, as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.*

1. Provide necessary administrative support to Director of Substance Use Disorders (DSUDS) and SUD staff in line with SAMHSA grant expectations.
2. Collect required information for the SAMSHA grant and work collaboratively with the DSUDS and project evaluation team to ensure appropriate data collection and submission. Participate in training, administrative support and technical assistance provided.
3. Attend and participate in meetings, and responsible for recording and distributing meeting minutes as directed by the DSUDS.
4. Order supplies or specialty items as needed.
5. Manage phone calls and responds appropriately; provides information and additional assistance.
6. Schedule meetings, reserve conference rooms, and perform room set-up and clean-up for team meetings.



7. Record, compile and distribute information from reporting systems, and prepare monthly reports as required. Organize and keep orderly record keeping systems.
8. Maintain confidentiality and confidential files and information for department.
9. Work on special projects and duties as assigned.

### **Recommended Minimum Qualifications**

#### **Minimum Education and Experience**

An applicant for this position requires a minimum of a High School Diploma or educational equivalent with one (1) to three (3) years of related experience in a customer service field.

#### **Requirements under the DHC Emergency Operations Plan**

During a declared Emergency, staff deemed as Essential Personnel are expected to work onsite at Duffy Health Center and Non-Essential Personnel are expected to work remotely. This position is Non-Essential and therefore this position may be expected to work remotely during a declared emergency.

#### **Knowledge, Skills, and Abilities**

A candidate for this position should have the following:

Knowledge of:

- Microsoft Suite (Outlook, Excel, Teams, Word)
- Computer and telephone technology
- Web based information systems
- Company and departmental policies and procedures
- HIPAA regulations

Skill in:

- Data entry
- Written and verbal communication
- Accurate maintenance of reports and minutes

Ability to:

- Maintain confidentiality of information shared and reviewed.
- Commit to the philosophy and mission of Duffy Health Center which serves the homeless and at-risk population, and to the team-based approach as part of PCMH.



### **Accountability**

The nature of work means that errors can be easily detected by the employee. Consequences of errors, missed deadlines or poor judgement may result in minor confusion, involving minimal time and expense for correction.

### **Judgment**

Well defined or detailed rules, instructions and procedures cover all aspects of work. Judgement involves choosing the appropriate practices, procedures, regulations, or guidelines to apply in each case.

### **Complexity**

The work consists of simple, routine, or repetitive tasks and/or operations with few variations in established procedures.

### **Supervision Required**

Under direct supervision, where clear, detailed, and specific instructions govern the work or are explained with each assignment. The employee works as instructed and consults with the supervisor as needed on all matters not specifically covered in the guidelines or instructions. The supervisor maintains control by reviewing the work in progress or upon completion.

### **Nature and Purpose of Contacts**

Relationships are with co-worker's incidental to the purpose of the work involving giving and receiving factual information about the work. Ordinary courtesy and tact are required. Contacts with patients may be required on an occasional basis.

### **Work Environment**

Employee work involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting but conditions are generally not unpleasant.

### **Physical Demands**

Employee may stand and walk up to 1/3<sup>rd</sup> of the time; sit more than 2/3<sup>rds</sup> of the time; and talk or listen/hear or use hands more than 2/3<sup>rds</sup> of the time. The employee seldom lifts up to ten (10) lbs. The position has normal vision requirements.

### **Motor Skills**

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills or activities such as moving objects, computer and/or most other office equipment, typing, filing, or sorting.



### **Occupational Risk**

Duties of job present little potential for injury. Risk exposure may be similar to that found in typical office settings.

### **Confidentiality**

Has access to confidential information obtained during performance of regular position responsibilities, where the effect of any disclosure would probably be negligible or where the full significance of the overall confidential matter would not be apparent in the work performed.

Essential\*

\*Employees designated as “essential,” a standard Incident Command term used in Emergency Management, typically work on-site to provide direct clinical care or management of such.

Non-essential\*

\*Employees designated as “non-essential,” a standard Incident Command term used in Emergency Management, typically work off-site remotely to provide either clinical or administrative support to clinical operations.