

# ***Parent-Child Assistance Program (PCAP)***

FETAL ALCOHOL & DRUG UNIT  
UNIVERSITY OF WASHINGTON ALCOHOL AND DRUG ABUSE INSTITUTE  
SEATTLE, WASHINGTON (206) 543-7155  
<http://depts.washington.edu/pcapuw/>

## **Description for PCAP Office Assistant Position**

The Parent-Child Assistance Program (PCAP) is a 3-year intervention for high-risk women and their families. The Office Assistant performs a variety of complex clerical tasks that support the clinical supervisor, case managers and PCAP office. S/he has contact with PCAP clients.

### Duties and Responsibilities:

- Answers telephones; responds to inquiries regarding PCAP; takes messages and connects clients with their case managers in a timely manner. May need to provide telephone advocacy to clients in situations when case managers are not available, under the direction of the Clinical Supervisor.
- Conducts telephone research for client services and maintains resource books.
- Receives and refers visitors with professional courtesy.
- Establishes and maintains complex electronic and physical filing systems and database files, including client files.
- Enters and retrieves data from the client database.
- Devises, evaluates and revises forms for internal use; makes copies as needed.
- Composes and types office correspondence; responds to requests for PCAP information.
- Proofreads material, correcting for sentence structure, spelling, grammar and punctuation.
- Compiles evaluation data and clinical documents for submission to the FADU office on a regular basis.
- Performs complex word processing tasks such as merging and sorting, integrating text with graphics, spreadsheet and data base files, uploading/downloading and creating footnotes and outlines.
- Uses spreadsheet and data base software to develop and maintain records.
- Sorts and distributes mail.
- Performs electronic mail tasks.
- Orders office supplies, receives and maintains inventory.
- Assists the Clinical Supervisor with scheduling and obtaining resources for staff training development.
- Operates office equipment: computer, copy and fax machines.
- May be asked to assist Clinical Supervisor to maintain fleet vehicles servicing.
- May be asked to transport clients for ASI Intake and ASI Exit Interviews.
- May be asked to assist with client childcare on site during research interviews.
- Performs related duties as required.

### Minimum Qualifications:

- High school graduation or equivalent AND two years of increasingly responsible clerical experience OR equivalent education/experience.
- Proficient with Email and Microsoft Office software (Word, Access, Excel, etc.).
- Must have a valid Washington State Driver's license.
- Must pass a criminal background check
- Must pass a driver's abstract check in accordance with PCAP site/agency insurance requirements

### Desired Qualifications:

Experience working with high-risk populations.