

Parent-Child Assistance Program (PCAP)

UNIVERSITY OF WASHINGTON ADDICTIONS, DRUG & ALCOHOL INSTITUTE
SEATTLE, WASHINGTON (206) 543-7155
<http://pcap.psychiatry.uw.edu/>

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 clerical tasks that support the clinical supervisor, case managers and PCAP office and has occasional contact with PCAP clients.

Duties and Responsibilities:

- Completes all UW PCAP training requirements upon hire and other training as required.
- Answers telephones and receives visitors, responds to inquiries regarding PCAP, takes messages, and connects clients with their case managers in a timely manner. May need to support clients in situations when case managers are not available, under the direction of the Clinical Supervisor.
- Assists the Clinical Supervisor with obtaining resources for staff development and scheduling trainings.
- Establishes and maintains electronic and physical filing systems, database files, and confidential client files.
- Enters and maintains confidential client contact information in the Access client tracing database.
- Maintains community provider resource records by conducting telephone and online research.
- Composes office correspondence and responds to requests for PCAP information.
- Performs computing tasks using Microsoft Office (Word, Excel, Access) and SharePoint.
- Proofreads materials, correcting for spelling, grammar, and punctuation.
- Creates and refines forms for internal use.
- Operates office equipment: computer, copy and fax machines.
- May be asked to:
 - assist clinical supervisor in performing quality assurance tasks in REDCap
 - transport clients to/from office
 - assist with onsite client childcare
 - maintain fleet vehicles servicing
 - sort and distribute mail
 - maintain office supply inventory
- Performs other related duties as required.

Minimum Qualifications:

- Must have a high school diploma or equivalent and two years of relevant clerical experience, or equivalent education/experience.
- Must be proficient with email and Microsoft Office software (Word, Access, Excel, etc.).
- Must have a valid Washington State Driver's license and pass a driver's abstract check in accordance with PCAP site/agency insurance requirements.
- Must possess an understanding of the sensitive nature of the work and willingness to commit to protect client confidentiality.
- Must pass a criminal background check.

Desired Qualifications:

- Experience working with people with substance use disorders.
- Experience working with protected health information.