



Job Recruitment Administrative Assistant

Position Summary:

This position is the first point of contact for both English and non-English speaking patients, families, and visitors at Liberty House; because of this, bilingual English/Spanish speaking Administrative Assistants are preferred, although not required. The Administrative Assistant is responsible for greeting patients and their families arriving for appointments. Additional job duties include answering and routing phone calls, data entry, creating patient charts, receiving donations, daily mail processing, and preparing the family waiting rooms and examination rooms for the next patient. The ability to assist Spanish-speaking patients and their families in communicating with Liberty House staff is a plus. This position is supervised by the Director of Operations.

Classification: 1 FTE – Non-Exempt. Hourly. Full time

The Organization:

Liberty House provides a range of services for children and their families referred for concerns of abuse, neglect, trauma, or grief. In the clinic, core services include a medical check-up, forensic interview and family support. Services are provided in consultation with other professionals such as law enforcement and child protective services (See Oregon Revised Statutes 418.747 – multidisciplinary teams; ORS 418.782 – child abuse medical assessment). Liberty House provides follow up mental health services for children and their caregivers through our Hope and Wellness Services. With a budget of over \$3 million, we serve more than 1,000 children and family members each year. We also provide prevention training and education for community organizations. Our experienced staff members work closely with many other professionals to ensure that children and their families receive the help they need in a coordinated, sensitive way. Liberty House serves children and families in Marion and Polk counties.

Liberty House is a nonprofit corporation organized under IRS Code 501(c)(3). Employment with Liberty House may make the employee eligible for eventual forgiveness of student loans issued under The William D. Ford Federal Direct Loan Program.

Basic Functions and Responsibilities of the Position:

Assisting Patients and their Families (30%):

- Greet patients and their families in their primary language whenever possible.
- Facilitate patient check-in and insurance verification.
- Keep the reception area and waiting room tidy and organized.
- Assist with play care as required.
- Complete and submit applications for Crime Victims' Compensation.

Assisting the Clinical Team (40%):

- Answer and route incoming calls to all clinic staff.
- Enter new patient information in the database.
- Create new patient charts in electronic health records.

General Office Duties (30%):

- Perform office opening and closing duties.
- Greet donors, board members, and other visitors.
- Answer and route incoming calls to administrative and development staff.
- Keep the central work area tidy and organized.
- Process outgoing and incoming mail and faxes.
- Process credit card donations.
- Perform general office clerical duties.
- Perform other duties as assigned.

Basic Functions and Responsibilities as a Liberty House Team Member:

- Pass a criminal background, a sex offender registration and child abuse registry check.
- Maintain required confidentiality in compliance with Liberty House policies, HIPAA, and State of Oregon multidisciplinary child abuse assessment team statutory requirements.
- Attend Liberty House staff meetings and annual retreat.
- Communicate professionally, respectfully, and supportively with internal team members, external partners, and board members.
- Promote a positive working environment by adhering to the Liberty House Code of Conduct.
- Conduct the business of Liberty House so as to maintain and increase its goodwill and reputation in the community, consistent with professional and ethical standards of behavior.

Qualifications:**Required Education and Experience:**

- High school diploma or GED.
- At least one year of experience performing general office duties.
- Experience using standard office software applications (e.g., Word, Excel, Outlook).

Other Qualifications:

- Good written and verbal communication skills and ability to read and write English.
- Warm and professional demeanor.
- Organized and detail oriented.
- Dependable and punctual.
- Able to maintain composure when working under stressful conditions.
- Able to produce accurate work.
- Able to prioritize workload.
- Able to follow directions and use good judgment.
- Able to interact with the public in a tactful, courteous, and pleasant manner.

Hours, Compensation and Benefits:

- Full-Time, hourly position at 40 hours per week, Monday-Friday.
- Compensation: dependent upon education and experience.
- Benefit package: paid holidays paid vacation and sick leave

Nothing in this job description restricts Liberty House's right to assign or reassign duties and responsibilities to this job at any time.

To Apply:

This is a recruitment to establish a pool of qualified candidates and will remain open until the position is filled.

Interested applicants may download the job application form from the Liberty House website at www.libertyhousecenter.org or may request a Liberty House Job Application form from:

Kameron Wolfer
Executive Assistant

Liberty House
2685 4th St. N.E.
Salem, OR 97301

Fax: 503-540-0293

Email: kwolfer@libertyhousecenter.org

Interested applicants should submit the completed application, a resume, cover letter and two letters of recommendation to Kameron Wolfer, Executive Assistant, at the above address. **Email submissions are preferred.**

A criminal background check, DHS Child Welfare Registry check and sex offender registry check are all required for employment at Liberty House and will be completed for finalists.

The start date for the position will be determined by the Director of Operations and the Chief Executive Officer in consultation with the successful candidates.

Liberty House is an Equal Opportunity Employer.

If you have questions, please call Kameron Wolfer at (503) 540-0288 or email at kwolfer@libertyhousecenter.org