



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: **Administrative Associate IV – SUD**

LOCATION: Human Services – Administrative Services

HIRING RANGE: \$22.26 - \$24.74/Hr.

STATUS: Full Time

HOURS PER WEEK: 37.5

WORK HOURS: 8 am – 4:30 pm

APPLICATION DEADLINE: **Recruitment will be ongoing**

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Internal Department Transfer Form](#). Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

WINNEBAGO COUNTY POSITION DESCRIPTION July 2022

POSITION TITLE: **Administrative Associate IV – SUD**

DEPARTMENT: Human Services – Administrative Services

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Acts as the main initial contact with clients and the public regarding OWI and Substance Use Disorder (SUD) services. Provides administrative support to Behavioral Health and SUD/OWI staff.

ESSENTIAL FUNCTIONS:

1. Performs intake of OWI clients in person or by telephone. Educates consumers regarding their responsibilities and the timelines they need to follow as part of the Intoxicated Driver Program. Helps consumers and family members navigate through their options for SUD services. Keeps up to date on all SUD/OWI laws, fees and

client requirements and shares that information with consumers so that they are well informed to make choices.

2. Provides intervention to clients and staff when immediate needs or crises arise and help connect them with appropriate services and case management. Coordinates efforts to solve client problems.
3. Images confidential material, collateral information and legal documents, and maintains information in Wisconsin DOT programs and internal consumer data bases. Maintains all client information in internal consumer data base and Wisconsin DOT databases.

ADDITIONAL ESSENTIAL DUTIES:

1. Provides administrative support to Behavioral Health and SUD/OWI staff which may include a variety of highly confidential issues and sensitive materials; working with them on developing, updating and maintaining requested documents.
2. Coordinate with Neenah and Oshkosh Behavioral Health front desks on client appointments, fees, and schedules of SUD/OWI staff.
3. Types correspondence and other confidential material, as requested by professional staff.
4. Quarterly updates and maintains the recidivism report.
5. Tracks and follows through on various types of client-related appointments and legal timeframes.
6. Effectively communicates with SUD/OWI and Behavioral Health manager, supervisors, and staff; attends meetings as necessary.
7. Processes incoming and outgoing correspondence and confidential information in a variety of formats to include electronic, E-mail, postal mail to authorized persons and/or community agencies. Documents all activities.
8. Understands and ensures confidentiality of all client related information as required by Federal and State statutes and standards.
9. Addresses and resolves conflict and manages stress in a professional manner, including actively engaging in professional and personal activities which help mitigate the impact of secondary traumatic stress.
10. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Office Supervisor.
2. Works regularly with Winnebago County Human Services employees, SUD/OWI, Behavioral Health Manager, supervisors, staff, consumers, and the public.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. High school diploma required.
2. An Associate's degree in Administrative Management or a related field with some related work experience, or a minimum of 4 years of related work experience in a Human Services-related or other complex office environment and training which provides the required knowledge, skills and abilities.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to make necessary decisions and is a self-starter with demonstrated problem solving and organizational skills.
2. Ability to maintain a high degree of confidentiality regarding consumer/medical/OWI records.
3. Ability to communicate effectively and cordially with the general public, both in person and over the phones.
4. Ability to type 35 words per minute preferred.
5. Ability to establish and maintain productive and cohesive working relationships with fellow employees and supervisors.
6. Strong written and verbal communication and listening skills required.
7. Possess good working knowledge of a number of computer software packages to include, Microsoft Office Outlook, Word, Excel, PowerPoint and Access database. The ability to learn new software, problem solve issues and teach other staff.
8. Ability to operate various office equipment such as imaging equipment, copying machines and fax machines.
9. Ability to act calmly in emergency situations and under pressure, while able to effectively address and resolve conflict and to manage stress in a professional manner.
10. Knowledge and/or understanding in Trauma Informed Care principles and practices and a strong commitment to fostering a positive, healthy work culture.

PHYSICAL REQUIREMENTS:

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations encountered in a normal office setting.
3. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner.
4. Ability to travel to other County departments and locations.