



Position Title: MCAB Administrative Assistant
Reports To: MCAB Manager

Location: MCAB

I. Position Summary:

The Administrative Assistant is responsible for performing a variety of administrative functions to facilitate the efficient operation of Memory Care at Allen Brook (MCAB), including but not limited to our new initiative Day Respite.

II. Principal Responsibilities:

1. Acts as the primary contact for persons calling or visiting MCAB office.

- Answers telephone using an agreed upon protocol, forwards calls as appropriate, takes messages and manages voicemail system.
- Greets visitors, informs staff member of visitor's arrival and ensures that the wait time is comfortable.
- Presents a professional office demeanor that emphasizes customer service.

2. Manage daily schedule and tasks for MCAB team.

- Schedules Day Respite tours and onboarding.
- Coordinates receipt of all necessary documents for onboarding Day Respite Friends, develops clinical chart and communicates with families to ensure everything is received and in order.
- Helps Day Respite caregivers with access to BookIT calendar, and if necessary books the timeframes for them.
- Greets new Day Respite friends and helps to acclimate them to MCAB.
- Tracks Day Respite friends and documents their time on site for billing purposes.
- Reviews Day Respite calendar and communicates to all staff the friends visiting for the upcoming week.
- Manage staff list, titles, scheduled hours and contact numbers for scheduling purposes.
- Communicates resident issues or concerns to appropriate staff.

3. Provides administrative support to ensure the efficient day-to-day operation.

- Maintain scheduled appointments for all residents. Schedules and confirms transportation. Calls medical offices to confirm date/time/length and location of resident appointments.

- Communicates with team and supports residents getting on and off of their transportation. Communicates with transportation agency and medical offices regarding any changes or concerns.
- Supports Life Enrichment Specialist and Kitchen Services as needed.
- File and maintain resident medical records, including thinning of charts.
- Update all resident profiles on EMAR.
- Manage filing and reporting systems for resident and Day Respite participants falls and incidents.
- Attend, participate and take minutes for all staff meetings and trainings.
- Supports with new hire orientation as needed.
- Supports RN with COVID protocol and procedures as needed.

4. Performs general administrative functions.

- Prepares letters, memos and other correspondence.
- Designs and formats basic spreadsheets and enters data.
- Performs routine clerical support, such as faxing, photocopying, e-mail, etc.
- Prepares and distributes meeting agendas and takes minutes at meetings as needed.
- Sorts incoming mail, dates mail and distributes as appropriate.
- Sorts outgoing mail, ensuring appropriate postage, packaging, insurance, etc.
- Develops and maintains filing systems.
- Orders office supplies and maintains appropriate inventory.
- Performs other duties as required.
- Attends CS staff meetings.
- Completes required Relias trainings.
- Maintains and manages all inventory for PPE and medical supplies.
- Coordinates and schedules all staff Silent Fire Drills for the year.

III. CS Standards of Conduct:

- Demonstrates a commitment to the mission and values of CS.
- Demonstrates respectful and effective communication with co-workers, residents, families and vendors.
- Protects the privacy and confidentiality of information related to residents, families, staff and general CS operations.
- Communicates a positive image about CS to the community.
- Demonstrates a commitment to quality and proactively seeks to make improvements to systems and processes.
- Maintains a professional appearance that is appropriate for their position.
- Reports to work on time, completes timecard accurately in UKG, provides advance notice for time off, and appropriately manages CTO time.
- Demonstrates a commitment to integrity in work habits and use of CS resources.
- CS's mission and operations require that an employee is prepared to perform duties as assigned that may be outside his/her principal responsibilities.

IV. Minimum Qualifications:

Must possess a high school diploma or equivalent and at least one year of clerical experience. The ability to prioritize multiple tasks and work with frequent interruption is required. Must possess a customer service orientation and the ability to communicate (verbally and in writing) effectively with others. Must be able to operate standard office equipment such as fax machines, copiers, calculators, etc. Experience using Microsoft Office is required. Must be able to type at least 35 wpm. Must be able to work well in a high stress work environment.

V. Working Conditions and Physical Demands:

- a. Must be able to lift at least 25 pounds.

Note: Non-Essential Duties are noted with an asterisk.

Employee Name (printed)_____

Employee Signature_____

Date:_____