

**LIFE MANAGEMENT CENTER
POSITION DESCRIPTION**
Last Revised 08/25/2026

Incumbent's Name:		Employment Status:	Full-Time/Regular
Job Title:	Support Staff	Reports To:	Program Supervisor
Classification:	Non-Exempt	Supervises:	N/A

Mission Statement:

The mission of Life Management Center of Northwest Florida is to provide comprehensive, integrated care that promotes the health and quality of life of our community members.

JOB SUMMARY:

Support Staff performs basic office duties for the program and staff in the programs to include answering phones, maintaining office logging system, assisting with scheduling and other clerical tasks to help the program to be organized and run smoothly. Expected to demonstrate strong customer service skills as the first point of contact for clients and outside callers and visitors. Handles various tasks related to maintenance of office systems, records, files, logs, and client charts according to the established guidelines.

ESSENTIAL/CORE JOB-SPECIFIC DUTIES AND RESPONSIBILITIES

1. Serves as receptionist, answering, screening, and routing calls for assigned staff. Consults with supervisor regarding communications received and relays messages as necessary to assigned staff. Must conduct themselves in a manner which will reflect favorably and professionally upon the Center and employees. When receiving calls, the Support Staff will find out the needs of the clients and will contact the appropriate staff in order to respond to client's questions and concerns in a timely manner. All customers are to be treated with courtesy, respect and dignity and are served in the most caring and professional manner possible.
2. Conducts client financial assessments and performs administrative intakes gathering data for financial eligibility, insurance fees in working with the Financial Service Department, etc. Sets client fees in accordance with policy. Performs fee collections and issues receipts. Prepares deposits, maintains petty cash, and makes routes to accounting. Work with Program Supervisor to take care of Write-Offs. Responsible to be the one to communicate with the Financial Service Department any changes in clients insurance status.
3. Scan all the necessary paper documents into Credible within 48 hours of receipt. Responsible for checking the HIE system daily to distribute received fax to the appropriate staff.
4. Knowledge of all policies and procedures. Knowledge of HIPAA regulations. Respects and ensures protection of client rights and confidentiality/privacy.

5. Serve as a Safety Officer Designee for the program. Assist Safety Officer/Program Supervisor to ensure the required drills are completed timely and bring safety concerns to the Program Supervisor to promote safe, orderly and therapeutic environment.

OTHER JOB-SPECIFIC:

1. Coordinates processing of work orders and supply requisitions. Maintains supplies by checking stock to determine inventory level to prevent overordering of supply and to ensure prompt filling of orders.
2. Schedule client appointments in Credible.
Complete appointment reminders via telephone within 48 hours of scheduled appointments.
Be a key person to arrange the Telemed Walk-In Appointment with other Outpatient offices.
5. Demonstrate knowledge and skills of Trauma Informed Care to assist clients by understanding the impact of trauma that client may be experiencing and how the trauma impacts behaviors and mental health condition of population we serve. Help creating welcoming and safe environment for clients and their families to promote a sense of empowerment.

CENTERWIDE EXPECTATIONS

1. Performance Improvement: Initiates efforts to improve job, program, or Agency performance and quality of services. As appropriate, participates in Life Management performance improvement initiatives or activities (e.g., work teams, committees, etc.).
2. Initiative/Acceptance of Responsibility: Demonstrates self-motivation and self-reliance. Performs tasks willingly and carries out assigned duties. Adjusts to peaks in workload; demonstrates flexibility and adaptability to change. Performs additional responsibilities as needed/required.
3. Attitude/Customer Relations: Demonstrates a positive, supportive, respectful and helpful attitude in interactions with all clients, visitors, other employees and the public. Contributes to cohesive group relationships; uses open communication to identify and resolve problems in and between units/departments.
4. Patient Safety: Demonstrates a commitment to ensuring services provided/job performed promote and maintain a culture of patient safety throughout the agency. Effectively communicates and proactively identifies risks to help reduce errors and other factors that may contribute to unintended adverse outcomes.
5. Performance Appraisal: N/A
6. Attendance: Observes assigned work hours, use and scheduling of leave, and punctuality by using Payroll timekeeping system. Provides notification of absences, tardiness and leave requests in accordance with the Agency's policies and procedures. Respects length of time taken for lunch breaks and work breaks.

7. Training and Education: Maintains compliance with required training in accordance with established time frames on My Learning Pointe. Seeks opportunities to increase knowledge and competencies which benefit the position, program or Agency.
8. Other duties as required: Complies with changes in duties and assignments in a positive and cooperative manner.

QUALIFICATIONS:

Education/Experience:

- High school diploma or equivalent.
- One year secretarial/clerical experience. Must possess a typing score of at least 55 CWPM.

Licensure or Certification:

- None.

Competency/Skills

- Microsoft Office Software skills
- Ability to handle a large volume of telephone calls by practicing good telephone and customer service skills and greet visitors in a courteous and effective manner.
- Ability to plan, organize and coordinate work assignments with attention to detail and accurate completion of tasks.
- Ability to good listening, communicate effectively verbally and in writing
- Ability to establish and maintain effective working relationships with others.

Knowledge

- Knowledge of office procedures and practices.
- Knowledge of standard business formats and styles for letters and business forms.
- Knowledge of correct spelling, punctuation and grammar usage.
- Knowledge of office systems for record retention and retrieval.
- Knowledge of related business machines.
- Office etiquette in public and telephone communications.
- Knowledge of MS Word and Excel.

WORKING ENVIRONMENT/PHYSICAL DEMANDS:

Definitions for the frequency of occurrence:

Not Applicable (does not perform this activity)

Occasionally (performs activity up to 33% of the time)

Frequently (performs activity 34% to 66% of the time)

Continuously (performs the activity 67% to 100% of the time)

<u>Working Environment</u>	<u>N/A</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Works inside	☐	☐	☐	☒
Works outside	☒	☐	☐	☐
Office setting, business or clinical	☐	☐	☐	☒
Works in well- lighted, temperature-				

controlled facility	☐	☐	☐	☒
Works in confined quarters	☐	☒	☐	☐
Works in community settings	☒	☐	☐	☐
Provides services in client's natural environment	☒	☐	☐	☐
Exposure to communicable diseases	☒	☐	☐	☐
Exposure to excessive noise	☒	☐	☐	☐
Exposure to marked changes in temperature and/or humidity	☒	☐	☐	☐
Exposure to dust, fumes, gases, radiation, Microwave	☒	☐	☐	☐
Drives motorized equipment	☒	☐	☐	☐
Travels for work.	☒	☐	☐	☐

Required N/A

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Must report as regularly scheduled during severe weather conditions (e.g. tropical storm, hurricanes, etc.) to ensure continuation of essential program service unless otherwise instructed by supervisor or prevented from reaching work station (e.g. roads flooded, driving restricted by law enforcement, etc.) Any delays must be communicated directly to the responsible supervisor.

<u>Mental Demands</u>	<u>N/A</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Problem solve.	☐	☐	☒	☐
Make decisions	☐	☒	☐	☐
Supervise	☒	☐	☐	☐
Analyze and interpret data	☐	☒	☐	☐
Organize	☐	☐	☒	☐
Communicate orally and in writing	☐	☐	☒	☐
Works under mental stress to meet deadlines	☐	☐	☐	☒

<u>Physical Demands</u>	<u>N/A</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Standing	☐	☒	☐	☐
Walking	☐	☒	☐	☐
Sitting	☐	☐	☐	☒
Balancing	☒	☐	☐	☐
Stooping	☐	☒	☐	☐
Kneeling	☒	☐	☐	☐
Crouching	☒	☐	☐	☐
Crawling	☒	☐	☐	☐
Reaching/working overhead	☐	☒	☐	☐
Keyboard use/repetitive hand motion	☐	☐	☐	☒
Climbing	☒	☐	☐	☐
Pushing	☐	☒	☐	☐
Pulling	☐	☒	☐	☐
Lifting (<u>up to 10 lbs</u>)	☐	☒	☐	☐
Carrying (<u>up to 10 lbs</u>)	☐	☒	☐	☐
Manual dexterity, audio-visual acuity to operate various business machines and				

computerized informational systems ☐ ☐ ☐ ☒

Operate heavy duty equipment ☒ ☐ ☐ ☐

OSHA CATEGORY (BLOOD BORNE PATHOGEN EXPOSURE)

Category N/A

Category 1: Position routinely involves potential exposure to blood, body fluids or other potentially infectious material. Position routinely participates in emergency patient care such as first aid, CPR and/or seclusion/restraint (CPI)

☐ ☒

Category 2: Position normal work responsibilities involve no routine exposure but exposure could occur, as in emergencies or unplanned situations, and these work responsibilities may be required as a condition of employment.

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Category 3: Position does not involve exposure to blood or other potentially infectious material. Position does not perform CPR, emergency care or first aid as a part of his/her duties.

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DISCLAIMER:

The statements contained herein reflect general details as necessary to describe the principle functions of this position. This is not intended to be an exhaustive list of all responsibilities, tasks, skills, efforts, working conditions or similar behaviors, attributes or requirements associated with this position. The omission of specific statements or duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Individuals may be required to perform other duties as needed. This document describes the position currently available. It is not an employment contract. Life Management Center reserves the right to modify position duties and position descriptions at any time.

NOTICE:

I have read this Position Description, understand its contents and agree to work in accordance with the requirements of the position and to perform all duties and maintain all standards in accordance with Agency policies and procedures. I understand and accept that I may be required to work in any location under the Agency's service areas.

_____/_____/_____
Employee Signature Date

_____/_____/_____
Supervisor Signature Date

A copy of this position description was provided to me on ____/____/____.
Employee Initial: _____