

**LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, INC.  
JOB DESCRIPTION**

**DATE ESTABLISHED:** 8/6/04

**DATE AMENDED:** 8/17/2018

**TITLE OF POSITION:** Mobile Response Team Program Assistant

**POSITION NUMBER:** 15-09

**PROGRAM:** Crisis Services

**COMPONENT:** Mobile Response Team

**MINIMUM TRAINING, CREDENTIALS AND EXPERIENCE REQUIRED:** High school diploma or equivalency, and three years of relevant experience. Successful completion of a two-year course of study in commercial or general business subjects at an accredited vocational technical school may be substituted for the required experience. College training may be considered on a year-for-year basis for the required experience. Knowledge of computer and multiple softwares, accounting procedures, medical records management, and personnel policies and procedures necessary. Valid drivers' license required.

Compliance with minimum standards for screening of mental health personnel as contained in F.S. 394.4572.

**SUPERVISOR:** Mobile Response Team Leader

**POSITIONS SUPERVISED:** None

**WAGE AND HOUR STATUS:** Non-exempt

---

**DESCRIPTION OF DUTIES AND RESPONSIBILITIES: \***

**ESSENTIAL FUNCTIONS:** (Essential functions of this position are listed below. The position also includes additional functions as needed and/or assigned by supervisor.)

1. Supervises no more than one secretarial and other support staff.
2. Prepare the monthly staff work schedule.
3. Assure staff compliance with all applicable training requirements.
4. Maintain and review with the Team Leader the budget for operations of the Mobile Response Team and assure that all purchases of supplies and equipment remain within that budget.

\*Expectations regarding quality and quantity of work are further delineated in the criteria-based performance appraisal.

5. Order and maintain program supplies, equipment, and furniture; arrange for repair of office furniture and equipment; record mileage logged on program vehicles.
6. Maintain Mobile Response Team client charts according to Center policies and the standards of the Department of Children and Families.
7. Update and maintain a policies and procedures manual to assure that current and accurate information is available to staff.
8. Type letters, memos, and reports using word-processing software.
9. Prepare letters to request medical records and client authorizations and maintain a log of requests and records received.
10. Collect necessary data and prepare required reports.
11. Sort, route, and prioritize incoming mail with distribution to appropriate staff.
12. Greet people at Mobile Response Team headquarters and answer telephone calls including performing the following: (1) triage and coordinate communication between the team and persons served; (2) get answers to questions for clients, families, community resources, and agencies; (3) work with callers to relieve urgent situations or to temporarily manage them until other staff are available; (4) attend to symptomatic behavior (shouting and pacing) of persons served who come into the Mobile Response Team office for appointments with staff or of those who come in without a clear purpose (persons without something to do or who come in because of distress)- Expedite involvement of clinical or other appropriate staff.
13. Complete all data input and operate or coordinate the computer and management information systems for the program.
14. Maintain and record all orders, purchases, and documentation.

**Physical & Other Requirements:**

Activity	Expectation		
Standing	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
<input checked="" type="checkbox"/> Sitting	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
<input checked="" type="checkbox"/> Driving vehicles	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Lifting and/or Carrying	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Bending and/or Stooping	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Climbing Stairs and/or Ladders	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Walking or Moving (between offices, other facilities, etc.)	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Other (lift above waist/reaching etc., please explain)	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Filing charts	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent

Speaking:  Yes  No  
Hearing:  Yes  No  
Reading Comprehension:  Yes  No  
Repetitive motion with hands, wrists, arms (e.g keyboard, typing, handwriting, etc.)  Yes  No  
Ability to lift and carry up to 10 pounds.  Yes  No

Ability to handle stressful situations:  Minimal  Moderate  Frequent

	Infrequent	Occasional	Frequent	N/A*
Travel Same Day	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel Overnight	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overtime (Non-Exempt only)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Holidays/Weekends	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shift Work (PMs/Midnights)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\* Not Anticipated

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. ADA Accommodations will be reviewed for persons with disabilities. We reserve the right to assess undue hardship that results from the provided accommodation and may need to rescind such reasonable accommodation if undue hardship results.

**Copy received by:**

\_\_\_\_\_ **Date** \_\_\_\_\_  
**Employee**

\_\_\_\_\_ **Date** \_\_\_\_\_  
**Supervisor**

\*Expectations regarding quality and quantity of work are further delineated in the criteria-based performance appraisal.