

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

DATE ESTABLISHED: 08/06/2004

DATE REVISED: 01/27/2023

DATE REVIEWED: 01/27/2023

DATE APPROVED: 01/27/2023

TITLE OF POSITION: FACT Program Assistant

POSITION NUMBER: 15-03

PROGRAM: Bay

COMPONENT: Florida Assertive Community Treatment Team

MINIMUM TRAINING, CREDENTIALS AND EXPERIENCE REQUIRED: High school diploma or equivalency, and two years experience as a unit clerk in an inpatient setting, in a medical or mental health clinic, or in office management. 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: FACT Team Leader

MINIMUM SALARY:

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. Prepare, monitor, and coordinate the daily, weekly, and monthly staff work schedules and recommend and revise policies and procedures pertaining to these schedules in accordance with state contract requirements.
2. Actively participate in daily team meetings.

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

3. Maintain records of staff time worked and leave time.
4. Maintain and review with the Team Leader the budget for operations of the FACT facility and assure that all purchases of supplies and equipment remain within that budget.
5. Order and maintain program supplies, equipment, and furniture; arrange for repair of office furniture and equipment; record mileage logged on program vehicles; and arrange for maintenance of program vehicles.
6. Assist nurses in ordering medication for clients from pharmacies according to state purchasing regulations.
7. Record admissions and discharges to provide a source of information for statistical reports.
8. Maintain FACT client charts according to Center policies and the standards of the Department of Children and Families, including the following: set up charts for newly admitted clients; file materials in client charts and files to assure current, accurate information is available; and monitor FACT clinical charts in coordination with the team leader, to assure that they are being maintained in accordance with program policies and procedures.
9. Inform and consult with FACT staff for the proper maintenance of FACT clinical charts and conduct in-service training for FACT staff regarding clinical charting requirements.
10. Update and maintain a policies and procedures manual to assure that current and accurate information is available to staff.
11. Type letters, memos, and reports using word-processing equipment.
12. Prepare letters to request medical records and client authorizations and maintain a log of requests and records received.
13. Determine status of enrollment in Medicaid insurance plans and ensure per diem reports are generated as required. Prepare all Medicaid Billing reports and send to program director and CFO.
14. Design and maintain forms to obtain and maintain Medicaid, Medicare, or insurance information regarding all FACT persons served.
15. Collect necessary data and prepare required reports.
16. Sort, route, and prioritize incoming mail with distribution to appropriate staff.
17. Act as a liaison between participants and staff, including greeting people at FACT 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

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FACT 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); and (5) decide when and how to quickly refer calls to other staff.

18. Assess and report clinical behaviors and information (such as poor self-care, medical problems, and increased overt symptoms such as agitation) that are out of the ordinary for that particular client.
19. Manage and operate a system to disperse money to persons served according to individual client budgets and in accordance with clients' treatment plan case managers.
20. Manage and maintain an account with a local bank for deposits and withdrawals of client budgets.
21. Communicate regularly with financial guardians and protective payees of persons served to coordinate individual client budgets between the FACT program and guardians or payees.
22. Manage and operate the system to document all cash transactions with receipts signed by clients upon receiving cash.
23. Manage and operate the system to receive money from guardians or payees, maintaining a record of receipt and the current balance for each person served.
24. Communicate with landlords regarding client rental agreements and payment of rent.
25. Complete all data input and operate or coordinate the computer and management information systems for the program.
26. Maintain and record all orders, purchases, and documentation of all Enhancement fund transactions.

Physical & Other Requirements:

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

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Filing charts	
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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.

Ability to handle stressful situations: Minimal Moderate Frequent

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

Copy received by:

_____ **Date** _____

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