

COLONIAL INTERMEDIATE UNIT 20

JOB DESCRIPTION

AND

STANDARDS OF PERFORMANCE

SECRETARY TO SUPERVISOR OF SPECIAL EDUCATION
PARTIAL HOSPITALIZATION PROGRAM
RESOLVE BEHAVIORAL HEALTH SERVICES

2010-2011

July 1, 2010

POSITION DESCRIPTION

- TITLE:** Secretary to the Supervisor of Special Education for the Partial Hospitalization Program
- CLUSTER:** 2C
- QUALIFICATIONS:** Typing, filing, word processing, transcription, calculator skills, and telephone courtesy; High level of confidentiality; Effective oral and written expression; Proficient use of contemporary office equipment; Excellent organizational skills and abilities; Ability to understand and follow written instructions; Ability to sit and stand for long periods of time; Experience and leadership skills in secretarial functions and in working with teachers, administrators, support personnel, parents, and students.
- REPORTS TO:** Supervisor of Special Education / Partial Hospitalization Program
- LOCATION:** CIU-20 Central Office
- JOB GOAL:** To perform all secretarial functions necessary to assist the Supervisor of Special Education for Partial Hospitalization Program, Supervisor of Clinical Support, and the Director of Resolve Behavioral Health Services in the management of programs under Resolve Behavioral Health Services; ensure effective and efficient office operations; be an integral part of the IU vision and mission.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. **Resolve Programs – Partial Hospitalization**
Manage report collection, typing and distribution; prepare correspondence; maintain file systems; schedule and canceling appointments, interviews, and meeting room reservations; prepare and maintain program procedural manuals; submit license and proposal renewal documents as requested; prepare Supplemental Agreements; prepare presentations for County, State & District agencies; participate in the coordination of in-service training (staff development); process record releases; prepare statistical data; manage Orientation Day process. (35 points)
2. **Departmental Responsibilities**
Prepare and distribute meeting notes as requested; manage files; provide collaborative efforts among staff and clients; provide established back-up coverage with phones and assistance to other work areas as requested; complete the necessary tasks and assist the Supervisor of Special Education and Supervisor of Clinical Support Services in facilitating the effective management of the Partial Hospitalization Program, and other Resolve services.
(25 points)
3. **Office Duties and Responsibilities**
To ensure effective and efficient office operations by maintaining confidentiality; performing work in a neat, accurate, and timely manner; improving on work quality and efficiency; managing phone calls; maintaining staff schedules; handling incoming mail and correspondence; handling conference requests; maintaining work area; completing and monitoring duplication and lamination requests; participating in the work sharing

process; provide switchboard/reception area coverage as requested; adhere to established work schedules; attend office trainings, workshops, and conferences; extending courtesies to staff and visitors; following IU policies and procedures; be an integral part of the Intermediate Unit's vision and mission by working as a team member, contributing to and achieving department goals, updating supervisor(s) and team members on problems and potential opportunities, serving as an appropriate resource person to staff and districts, having the willingness and initiative to assume additional responsibilities, maintaining positive and professional relationships;
(40 points)

OTHER MAJOR DUTIES AND RESPONSIBILITIES

Perform other job functions as directed by Supervisor of Special Education for Partial Hospitalization and/or the Supervisor of Clinical Support for Resolve Behavioral Health Services.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

TERMS OF EMPLOYMENT

1. Salary and work year to be established by the Board.

In accordance with state and federal law, reasonable accommodations will be considered upon employe request.

**SECRETARY TO THE SUPERVISOR OF SPECIAL EDUCATION
PARTIAL HOSPITALIZATION PROGRAM**

Standards of Performance

The Secretary to the Supervisor of Special Education for Partial Hospitalization Program will report to and be responsible to the Supervisor of Special Education for Partial Hospitalization Program.

The standards of performance of this position are:

1. **Resolve Programs – Partial Hospitalization**

Manage report collection, typing and distribution; prepare correspondence; maintain file systems; schedule and canceling appointments, interviews, and meeting room reservations; prepare and maintain program procedural manuals; submit license and proposal renewal documents as requested; prepare Supplemental Agreements as needed; prepare presentations for County, State & District agencies; participate in the coordination of in-service training (staff development); process record releases; prepare statistical data; manage Orientation Day process.
(35 points)

2. **Departmental Responsibilities**

Prepare and distribute meeting notes as requested; manage files; provide collaborative efforts among staff and clients; provide established back-up coverage with phones and assistance to other work areas as requested; complete the necessary tasks and assist the Supervisor of Special Education and Supervisor of Clinical Support Services in facilitating the effective management of the Partial Hospitalization Program and other Resolve services.
(25 points)

3. **Office Duties and Responsibilities**

To ensure effective and efficient office operations by maintaining confidentiality; performing work in a neat, accurate, and timely manner; improving on work quality and efficiency; managing phone calls; maintaining staff schedules; handling incoming mail and correspondence; handling conference requests; maintaining work area; completing and monitoring duplication and lamination requests; participating in the work sharing process; provide switchboard/reception area coverage as requested; adhere to established work schedules; attend office trainings, workshops, and conferences; extending courtesies to staff and visitors; following IU policies and procedures; be an integral part of the Intermediate Unit's vision and mission by working as a team member, contributing to and achieving department goals, updating supervisor(s) and team members on problems and potential opportunities, serving as an appropriate resource person to staff and districts, having the willingness and initiative to assume additional responsibilities, maintaining positive and professional relationships;
(40 points)

**SECRETARY TO THE SUPERVISOR OF SPECIAL EDUCATION
PARTIAL HOSPITALIZATION PROGRAM**

Standards of Performance

1. Satisfactory performance in respect to Resolve Programs – Partial Hospitalization will be attained when:
 - 1.1 Statistical reports and charts are typed and distributed for members of the Partial Hospitalization staff as needed.
 - 1.2 Typing of confidential short reports, ER reports, Psychological and Psychiatric reports dictated by Partial Hospitalization and other assigned Resolve staff members are typed and distributed.
 - 1.3 Typing of memorandums and letters, as requested by the Partial Hospitalization and other assigned Resolve provider service staff are typed and distributed as needed.
 - 1.4 Program files, client files, and general correspondence files are maintained by filing information where appropriate and as directed. Filing systems are understood by department back-ups.
 - 1.5 Appointments, interview schedules, meeting room reservations and required arrangements are made or cancelled as directed using the established procedures.
 - 1.6 Handbooks and other assigned projects are prepared and typed for members of the Partial Hospitalization and other assigned Resolve provider service staff as needed.
 - 1.7 License and proposal renewal documents are submitted to the proper authorities.
 - 1.8 Supplemental Agreements for Associate Teachers are completed as needed.
 - 1.9 Processing of student referrals, which includes distributing information to appropriate personnel are completed as needed.
 - 1.10 Participation in the coordination of in-service training (staff development) is provided and documented as requested.
 - 1.11 CPE Tracker is utilized to enroll in and set-up functions and events as requested by staff. This includes class lists, registration and attendance.
 - 1.12 Assigned Resolve Partial Hospitalization staff in-service agendas and hand-outs are typed, copied, and distributed as needed.
 - 1.13 Assigned Resolve Partial Hospitalization Program field staff packets and agendas are typed and prepared in time for Orientation Day.
 - 1.14 Partial Hospitalization Program field staff assignment letters are typed, mailed, and received by date assigned by the Director of Special Education and the Director of Resolve Behavioral Health Services.
 - 1.15 Partial Hospitalization Program student assignment letters are typed, mailed,

and received by parents/guardians by the start of the new school year in accordance with the date assigned by the Director of Special Education and the Director of Resolve Behavioral Health Services.

- 1.16 Back-up assistance for the Medical Billing System database operations for the Partial Hospitalization Program is provided when requested.
- 1.17 Records releases are processed per the confidentiality requirements and established deadlines.

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Standards of Performance

- 2 Satisfactory performance in respect to departmental responsibilities will be attained when:
 - 2.1 Partial Hospitalization Program meeting agendas are typed and distributed, and minutes are distributed as necessary.
 - 2.2 Partial Hospitalization student records are managed and completed by filing of student documents and correspondence in the appropriate student folder.
 - 2.3 Inactive files are kept secure by storing in locked cabinets and/or in locked area and are continually maintained for archiving.
 - 2.4 Correspondence and general files are maintained.
 - 2.5 Timely responses to teachers' needs in relation to office files are made as needed.
 - 2.6 Backup duties for secretaries in the Resolve Program, including telephone coverage and any other required work when necessary, as per the established secretarial back-up plan. This will be self-initiated.
 - 2.7 Assigned Partial Hospitalization Program projects are prepared and typed as needed.
 - 2.8 Other duties are performed as directed by the Supervisor of Special Education and Supervisor of Clinical Support Services.

**SECRETARY TO THE SUPERVISOR OF SPECIAL EDUCATION
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Standards of Performance

3. Satisfactory performance in respect to office duties and responsibilities will be attained when:
 - 3.1 Confidentiality in job-related matters is understood and never violated.
 - 3.2 Work quality and office efficiency are improved on an on-going basis by requesting and utilizing training in new office technology and techniques. All work is performed in a thorough, neat, accurate and timely manner.
 - 3.3 Telephone calls are courteously managed and accurate and appropriate information is taken and routed to staff. Written messages shall include name of caller with correct spelling, specific date and time of call, and reason for call utilizing self-duplicating phone message books.
 - 3.4 Staff schedules are kept current and on file.
 - 3.5 Incoming mail and correspondence is picked up at least once in the morning and once in the afternoon and promptly opened, date stamped, and routed to staff on a daily basis. All mail is reviewed, and urgent and important items are immediately brought to the attention of the appropriate staff member.
 - 3.6 Copies of documents requested by Resolve staff are obtained and forwarded to appropriate staff as requested.
 - 3.7 Duplication and lamination requests are completed and monitored by appropriate timelines as requested.
 - 3.8 Conference request and registration forms are prepared and submitted for approval as directed.
 - 3.9 Maintenance of the work area is attended to through the care and maintenance of equipment and by keeping the office area in an orderly fashion.
 - 3.10 Assistance in the work sharing process is provided when requested and on a voluntary basis. Additional responsibilities are willingly assumed as recognized.
 - 3.11 Switchboard/reception area coverage is provided when requested and when assigned.
 - 3.12 The established work schedule is adhered to by arriving and leaving work by designated starting and ending times and taking lunch within designated time schedule.
 - 3.13 All office trainings, meetings and conferences (internal and external) are attended as requested.
 - 3.14 Supervisors and team members are updated on problems and potential opportunities. Resource information is given to staff and districts when appropriate.

- 3.15 Courtesy and assistance is extended to all employees, visitors, meeting attendees, and appointments through positive and professional relationships.
- 3.16 Intermediate Unit policies and procedures are followed.
- 3.17 Intermediate Unit vision and mission are carried out by participation as a department team member in achieving department goals and advising of potential opportunities or problems.