



Town of Branford Job Announcement

Counseling and Community Services Office Assistant

PLEASE SEND YOUR RESUME AND COVER LETTER TO CAREERS@BRANFORD-CT.GOV

Position Details:

Department: Counseling & Community Services

Status: Mon-Thurs, 10am to 7pm and Fri 8am to 5pm

Location: 342 Harbor Street, Branford

Pay Scale Range: \$18.32 to \$21.56 an hour, hourly rate will increase on July 1, 2024; Generous Benefit Package

Union/Affiliation: UPSEU-Town hall

Employment Type: 40 hours Full Time

Overview:

You will work in the Branford Counseling Center with Mental Health Clinicians and Social Services Professionals to assist these professionals in the delivery of outstanding behavioral health and social services to the residents of the Branford Community.

The purposes of this position are to provide clerical duties under supervision to receive, review, respond to and appropriately refer inquiries and requests for information. The work involves attention to details to maintain accurate records, data entry, receptionist duties and answering customer inquiries. This position is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

Essential Job Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Answer phones; handle many calls at once, direct calls and take messages, handle emergency calls, handle distressed client, decide how to direct calls if client indicates a crisis.
- Greet, check in and announce clients to department staff; call clients to remind them about appointments or cancel appointments when clinicians/social services staff are sick or unavailable due to emergencies
- Compile and update daily schedules in computer system; log in daily client visits and post to computer; make copies of schedules for staff; update client demographic information into the computer; schedule medical clinic appointments as requested
- Request and collect fees from clients and post to computer; prepare receipts; compile monthly statements of client billing; prepare copies and print off reports about schedules and fees collected
- Assist other staff members as needed or requested.



- Maintain records as requested;
- Assists with implementation of prevention and community programs that meets the community's needs as part of this department's mission and goals.
- Collects and develops statistical data and develops various reports associated with the department's activities as needed or requested.

Other Functions:

- Performs similar or related work as required, directed or as situation dictates.
- Keeps abreast of new regulations.
- Assists other department staff as needed to promote a team effort to serve the public/clients.

Supervision:

Supervision Scope: Performs a variety of routine clerical and administrative responsibilities requiring a good working knowledge of office procedures, data entry, word processing and initiative to accomplish competent service delivery; works independently and in combination with others.

Supervision Received: Works under the general direction of the Office Manager following professional standards, procedures and policies.

Supervision Given: None

Minimum Required Qualifications:

Education, Training and Experience:

The qualifications required would generally be acquired with a High School Diploma; and 2 years of related work experience preferably in a customer service, behavioral health service or medical office, etc.; or any equivalent combination of education, training and experience.

Special Requirements: None

Knowledge, Ability and Skill:

Knowledge: Working knowledge of office procedures, practices and terminology; working knowledge of the use of office automation applications and equipment, business arithmetic, American business English and spelling; working knowledge of database management systems for data entry procedures and reporting; general knowledge of confidential medical services.

Ability: Ability to acquire working knowledge of regulations, state statues and legal requirements, procedures of assigned office; ability to work independently; ability to process large volumes of paperwork; ability to type with speed and accuracy and to develop and maintain records and files; ability to keep accurate and detailed records; ability to prioritize work assignments to meet established deadlines and ability to multitask; ability to be patient and courteous with customers; ability to utilize data processing applications as they related to the functions of the Office; ability to deal effectively and maintain working relationships with various group; ability to administer policies and procedures and to be able to explain them; ability to deal with people with emotional and mental health issue; ability to stay calm during crisis; ability to maintain confidential records.

Skill: Good verbal communication skills; aptitude for working with paperwork, numbers and details; skill



in using the mentioned office equipment and computer systems; aptitude for working with and explaining policies and procedures to people; skills associated with the dealing with people and maintaining effective working relationships with various groups; sensitivity to public communications.

Job Environment:

Administrative work is performed in a moderately noisy office with regular interruptions during the day from the public and clients via telephone, personal computer, text, or in person.

Requires the operation of telephones, personal computers, copiers, facsimile machines, and other standard office equipment.

Makes frequent and periodic contact with clients and service providers, Town staff, schools, police, hospitals, pharmacies, doctors. Communication is frequently in person, by telephone, fax, email, and in writing. Contacts require a high level of patience, understanding and confidentiality

Errors in judgment or omissions could result in delay of services and monetary loss.

Physical and Mental Requirements:

Work Environment	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions	X			
Work in high, precarious places	X			
Work with toxic or caustic chemical	X			
Work with fumes or airborne particles	X			
Non weather related –extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			
Other-				

Physical Activity	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking			X	
Sitting				X
Talking & Hearing				X
Using hands/fingers to handle/feel				X
Climbing or balancing	X			
Stooping, kneeling, crouching, crawling	X			
Reaching with hands and arms		X		
Tasting or smelling	X			
Bending, pulling, pushing		X		
Other-Driving	X			
Other-				

Lifting Requirements	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds	X			
Up to 50 pounds	X			



Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			
Noise Levels	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)	X			
Moderate noise (computer, light traffic)				X
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

Vision Requirements:

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- No special vision requirements

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

We are an equal opportunity employer, women and minorities encouraged to apply. All resumes are confidential. Candidates must successfully pass a substance abuse test given at the Town's expense. The Town of Branford conducts background investigations for all positions prior to hiring. Refusal to sign the release form will terminate the candidate from further consideration.