

POSITION ANNOUNCEMENT – January 5, 2010
Receptionist
Bilingual – English/Spanish

Wolfe Center is seeking skilled, qualified and compassionate candidates for the position of Receptionist with a background in general administrative support.

About Wolfe Center:

Wolfe Center is Napa County's *first and only* program **dedicated exclusively to providing alcohol and drug prevention and treatment services to teens ages 12-18 and their families.** Wolfe Center is a nonprofit agency that was conceptualized in 1997 and opened in 2004 by a group of concerned citizens and the Napa County Health and Human Services Agency to address the unmet substance abuse treatment needs of Napa County teens. Wolfe Center provides evidence-based, bi-lingual/bi-cultural alcohol and drug services to over 2,000 teens each year, and currently serves the Napa community with:

- 🌿 **Substance Abuse Prevention** groups on middle and high school campuses throughout the entire Napa County
- 🌿 **Early Intervention Services** on middle and high school campuses throughout the entire Napa County
- 🌿 **Substance Abuse Treatment Groups** on middle and high school campuses throughout the entire Napa County
- 🌿 **Intensive, Outpatient Treatment Programs** located at the main Wolfe Center facility in downtown Napa
- 🌿 **Parent and Community Education and Support** regarding alcohol and drug issues

The Wolfe Center programs are respected as progressive and innovative programs and have received prestigious awards and recognition from the California Department of Alcohol and Drug Programs, as well as a commendation by the Napa County Grand Jury.

Receptionist
Position Summary

The Bilingual Receptionist is the first point of contact for visitors of the organization. Job duties include greeting clients and guests, providing information, accepting donations, answering telephones, forwarding calls, and taking and relaying messages. The Receptionist also provides critical administrative program support including: database entry, review and input of clinical documentation generated by counseling staff for compliance to applicable regulatory requirements; assistance in the preparation of client documentation relating to admissions and services rendered and other duties as needed. The position is supervised by the Office Manager.

Job Duties

1. Maintain Front office to convey a positive and professional company image.
2. Maintain program information systems, including the client database, and participate in the system for the billing of services rendered.
3. Perform a range of general clerical duties, including filing, typing, and information management.
4. Under the supervision of clinical staff, interact with clients and families and assist in the supervision of clients at the program campus.
5. Observe program activities, including client and family educational services and group counseling.
6. Translate program documents into Spanish; and assist English speaking staff when they are interacting with monolingual Spanish speaking family members.
7. Interact professionally with clients, staff, and members of the community, at all times maintaining appropriate professional boundaries and observing requirements relating to the confidentiality of substance abuse services offered.

Qualifications:

1. A High School Diploma.
2. 2+ years of previous office/administrative experience support.
3. Detailed knowledge of Microsoft Office including Word and Excel, proficiency in the use of Access, Publisher, Outlook, and Internet Explorer is desirable.
4. Highly detail oriented with excellent organizational, written and oral communication skills, both in English and Spanish.
5. An understanding of the cultural norms of the Latino community in Napa County and their basic significance to the delivery of family based substance abuse prevention services to Latino adolescents.

6. Ability to work independently, prioritize and multitask.
7. Excellent problem solving skills with strong work ethic and initiative.
8. Willingness to be flexible with office duties and priorities is desired
9. Excellent customer service and telephone etiquette.
10. Ability to be flexible with some evening and weekend work required (e.g. special events, extended hours).
11. An understanding of confidentiality laws relating to the provision of substance abuse services.
12. Basic knowledge regarding the provision of substance abuse prevention and treatment services.
13. No conviction of any felony or any crime relating to (i) the victimization of children; (ii) violence; or (iii) sexual misconduct; unless the crime is disclosed to the employer, reviewed, and waived based on the employer's determination that it does not evidence risk to clients or others.
14. At no time has the applicant been disqualified to provide services which are reimbursable through any Federal or State funding stream, including MediCare or MediCal funding.
15. Ability to meet the requirements for employment set forth in applicable certification or licensure standards established by the California Department of Alcohol and Drug Programs (ADP) or other agencies with regulatory jurisdiction over the program.
16. A valid California driver's license, access to a personal car and proof of current insurance.
17. Physical health such that participation in the delivery of substance abuse and related services to adolescents and family members will not present a health risk to persons served, other staff members, or the employee. A TB test is required. A physical exam and any other requirements specific to the program and applicable county, state or federal requirements for working with youth in addiction settings may be required.

Hours: This position is full-time, 40 hours per week.

Salary: \$16.00 to \$18.00 hourly.

To Apply: Submit required Wolfe Center application (located at http://www.wolfecenter.org/job_opportunities.html), cover letter and resume.

Applications may be submitted the following ways:

- Online at http://www.wolfecenter.org/job_opportunities.html
- Fax to 707-255-5621
- Mail to Wolfe Center, 2310 First Street, Napa. CA 94559

Wolfe Center is an Equal Opportunity Employer (EOE).