



Community Care Network is looking for a Coordinator Adult Program Support to join our team!

Community Care Network is comprised of Rutland Mental Health Services and Rutland Community Programs. Our mission is to enhance the well-being of our communities, individuals and families through responsive, innovative and collaborative human service

About the Role:

The Coordinator Adult Program Support provides administrative, operational and program support, and scheduling assistance within the Adult Services Division to ensure the efficient functioning of the Adult Services Program. This position is responsible for a variety of administrative tasks to support Adult Services leadership and staff to ensure effective, efficient, and creative services to a variety of clients seeking Mental health and substance use treatment. This position helps coordinate internal processes, assists with scheduling and communication, and serves as a point of contact for staff, providers, individuals served, and community partners.

This position is also tasked with supporting the scheduling of Transportation Services for clients where transportation is a barrier to accessing services.

Principal Responsibilities:

- Participates in new employee orientation and onboarding activities
- Provides administrative support to the Director of Adult Services and Adult Leadership team.
- Fosters collaboration and supports communication and coordination between programs, departments, and external partners.
- Provides administrative support to all staff including but not limited to fliers, certificates of completion, etc.
- Ensures common areas of Adult Buildings have up-to-date and relevant materials.
- Works with Leadership and Communications Manager to ensure cohesion between sites and Agency Marketing.
- Coordinates Adult Services administrative and operational activities.
- Coordinates department events, meetings, interviews, trainings, prepares agendas, maintains records, develops correspondence, creates reports, minutes, and other department documents, and follows up on assigned action items.
- Maintains organized electronic health systems in accordance with agency and regulatory requirements.
- Tracks deadlines, assignments, and department projects.
- Coordinates office operations and supports day-to-day administrative needs of the department.

- Provides assistance, coverage, and/or backup to substance use testing procedures as requested
- Coordinate calendars for leadership and department meetings.
- Assists with onboarding logistics for new staff and contracted providers.
- Assists with maintaining documentation related to Medicaid, State, and agency compliance requirements.
- Helps prepare materials for audits, reviews, and monitoring activities.
- Serves as a point of contact for staff, and community partners regarding administrative processes.
- Assists with processing paperwork related to contracted supports, billing, provider records, and other Adult Services operations.
- Supports staff with navigating administrative systems and procedures.
- Compiles data and assist with preparing monthly, quarterly, and annual reports.
- Develops, demonstrates, and maintains advanced proficiency in the agency's electronic medical record system.
- Identifies opportunities to improve efficiency, documentation accuracy, and workflow within the electronic health record.
- Collaborates with leadership and other departments on system enhancements and process improvements.
- Provides support and guidance to staff regarding documentation workflows and system processes.
- Maintains confidentiality and complies with HIPAA, agency policies, and professional ethical standards.
- Demonstrates knowledge of client rights, professional boundaries, mandated reporting requirements, and Duty to Warn responsibilities.
- Utilizes administrative supervision when guidance is needed regarding ethical or legal concerns.
- Supports compliance with agency, state, federal, and contractual requirements.
- Schedules transportation service
- Creates transportation specialist schedule

Performs other duties as assigned.

Qualifications:

- High School Diploma or GED; Associate's or Bachelor's degree in Business Administration, Healthcare Administration, Human Services, or related field preferred.
- Minimum of 3-5 years of relevant professional experience preferred, preferably in healthcare, behavioral health, or human services.
- Strong organizational, project coordination, and time management skills with the ability to manage multiple priorities and deadlines.
- Demonstrated analytical and problem-solving skills with attention to detail and accuracy.
- Advanced proficiency in Microsoft Office Suite, particularly Excel, Word, and PowerPoint.
- Experience working within electronic medical record systems preferred.
- Ability to collect, organize, and interpret data for reporting and quality improvement purposes.

- Strong written and verbal communication skills, including preparation of meeting minutes, reports, and professional correspondence.
- Ability to work independently while collaborating effectively with leadership, staff, and external stakeholders.
- Demonstrated ability to maintain confidentiality and manage sensitive information in accordance with HIPAA and agency standards.
- Successful completion of a criminal history background check after hire.

Benefits:

- Competitive Pay \$23.39-\$25.28 (compensation is typically dependent upon experience)
- Comprehensive Benefit Package
 - o 401(k)
 - o 401(k) matching
 - o Dental insurance
 - o Employee assistance program
 - o Flexible schedule
 - o Flexible spending account
 - o Health insurance
 - o Health savings account
 - o Life insurance
 - o Paid time off
 - o Professional development assistance
 - o Retirement plan
 - o Tuition reimbursement
 - o Vision insurance
- Career Training and Development
- Tuition Discounts

Our work is guided by our Core Values of Trust, Accountability, Respect, Cultural Competence, Person-Centered Care, and Continuous Learning and Growth.

CCN is an Equal Opportunity Employer.