



**PALUXY RIVER**  
CHILDREN'S ADVOCACY CENTER

## JOB DESCRIPTION

<b>Position:</b>	Clinical Assistant
<b>Supervised by:</b>	Clinical Director
<b>Department:</b>	Counseling
<b>Approved by:</b>	Executive Director

**GENERAL RESPONSIBILITIES:** The Clinical Manager has the primary responsibility of providing support services in a therapeutic environment for the clinical staff and the families served at the direction of the CAC Clinical Director. The Clinical Manager must also understand the purpose and function of the CAC and be knowledgeable of existing policies and procedures.

Typical work hours include 40 hours per week consisting of 8:00 a.m. - 5:00 p.m. Monday - Friday as determined by the Clinical Director.

### **POSITION RESPONSIBILITIES:**

- Greet children(ren) and family members when they come to the center.
- Assist with counseling and individual referrals, intake, and scheduling.
- Schedule counseling intakes and assists with managing counselor caseloads.
- Perform "front desk" duties, such as answering phone calls that come into the center and greeting visitors, volunteers, and interns.
- Assist on-site counselors with data entry and management of client information.
- Assist on-site counselors with management of client files and follow up regarding document renewal dates.
- Serve as a liaison between the clinical staff and the Family Advocates when necessary.
- Triage phone calls and make referral decisions based on level of urgency and need.
- Maintain knowledge and understanding of CPS reporting guidelines.
- Assist and addresses client therapy session attendance in accordance with termination policy.
- Participate in mandatory training required by the PRCAC and CACTX.
- Other duties assigned by the PRCAC Executive Director or Clinical Director.

### **QUALIFICATIONS:**

- Bachelor's degree preferred, but not required. High School Diploma is the minimum.
- Demonstrate working experience with children.
- Ability to understand and abide by the confidentiality requirements and procedures related to working in an environment such as the Children's Advocacy Center.
- Strong oral and written communication skills.
- Experience with Microsoft Office, Outlook and online databases preferred.
- Successfully complete a CPS and criminal history background check.
- Strong customer service values and skills.
- Willingness to work in an environment including children and families in crisis.

**THIS JOB DESCRIPTION REPLACES ALL PREVIOUS JOB DESCRIPTIONS FOR THIS POSITION.**

Revised 10/31/24