



Job Description ~ Open Position: *Living Well Outpatient Clinic* *Administrative Assistant*

Reports to	LWOC Program Coordinator.
Benefits Include	Zero cost for single/individual BCBS medical, life, AD&D, STD, and LTD; Cafeteria Plan (FSA & DCA); optional dental and vision; retirement with 50% match; generous paid time off and extended leave; 15 recognized holidays; and more.
Hourly Rate of Pay	\$15.75 (limited experience) - \$18.50 (substantial experience).
Minimum Requirements	High school diploma (or GED); One-year clerical experience including basic computer skills; Current/valid Alabama driver's license, acceptable auto insurance limits, good driving record, and proof of COVID-19 vaccination(s); Must successfully complete and pass pre-employment process.
Preferred Qualifications	Previous experience in a mental health treatment and/or SUD treatment setting; Experience with populations we serve, such as PLWHA, LGBTQIA; Bilingual (Spanish).
Overall Mission	To provide administrative support to the LWOC Program Coordinator, Billing Coordinator, and LWOC staff. To contribute to fulfillment of agency mission helping those people with HIV/ AIDS live healthy, independent lives and to prevent the spread of the disease.

Areas of Responsibility

1. Responsible for greeting guests and answering calls. Is proficient programming and utilizing telephone system.
2. Assist patients with check-ins for appointments.
3. Send appointment reminders.
4. Filing and general maintenance of medical records, taking care to ensure all charts are in order, and documentation is filed correctly.
5. Assist responding to requests for medical records.
6. Assist Billing Coordinator with billing functions and chart reviews.
7. Submit requests for transportation to agency Transportation Coordinator.
8. Document and follow up with maintenance requests, as needed.
9. Ensure office supplies are ordered, stocked, and readily available when needed.
10. Ensure that copy/printer machines are in working order with ready access to needed supplies for proper maintenance (paper, toner, etc.).
11. Adhere to all LWOC policies, procedures, and guidelines.
12. Other duties as assigned.

Work Environment

1. Schedule: Work hours are full-time, typically 8:00am - 5:00pm, Monday through Friday, and one Saturday per month.
2. Physical: May lift up to 75 lb. occasionally; long periods of standing, stooping, bending, and sitting. Must be able to climb stairs, able to read documents and respond to written and electronic communication, and able to hear and understand the English language.
3. Cultural: Must be comfortable working with individuals and/or family members living with HIV (or other STIs), as well as those with impaired cognitive behaviors, individuals experiencing homelessness, LGBTQ individuals, and members of various racial/ethnic communities.

Overall Expectations

Represent the agency through all methods of communication in a way that reflects the agency's mission. Adhere to all AIDS Alabama, Inc. Policies, Procedures, and Guidelines (including, but not limited to, Human Resources, Finance, Operational, and Housing) as presented and as adapted. Establish a strong, solid line of communication with all levels of employees and external business partners. All employees are expected to perform and commu-

nicate openly, effectively, and professionally with staff members, consumers, and external business partners. Must be willing and able to complete all trainings in obligatory timeframes. All employees are expected to perform in a mature, professional, business-like manner. Participation in agency activities, testing events, and fundraisers is expected as necessary and requested. Be aware that breach of confidentiality is grounds for dismissal. This job description can be modified to reflect additional tasks.

AIDS Alabama expects staff to create a safe space in which all people are valued, respected, and treated with dignity; sexuality is accepted as a healthy part of being human. In such a space, all people would be celebrated for who they are and provided with the economic, educational, and social opportunities to reach their full potential.

AIDS Alabama is an equal opportunity employer