



Administrative/Case Aide

Want to join one of South Texas' premier child welfare agencies in "restoring innocence and strengthening families?" The Children's Shelter is waiting for you! Since 1901, The Children's Shelter has touched countless lives and every year, serves over 4,000 children and parents. Become part of a growing team providing high-quality, trauma-informed care for children and families.

The Administrative/ Case Aide will perform receptionist, clerical and administrative duties associated with operation of the shelter as directed by Program Director. Maintains current and in compliance up to 20 individual resident case files. Provides case coordination and case management services for all children receiving assessment services. Scheduling appointments, collection of data, and completion of Assessment Reports and DFPS Form 2087 "Common Application" for children in the emergency shelter and in foster care.

Responsibilities Include:

- Demonstrate strong commitment to meeting the needs of our customers (children, community members, co-worker, donors, managers and volunteers), in a friendly, outgoing and professional manner
- Carry out and adhere to The Children's Shelter policies and procedures of Trauma Informed Care
- Respond to customers in a timely and thorough manner; does what is necessary to ensure customer satisfaction; prioritizes customer's needs and follows up to evaluate customer's satisfaction
- Receive telephone calls and visitors, give routine information, and refer callers and visitors to appropriate staff. Take messages and deliver to Shift Supervisor, Program Manager, or Program Director.
- In collaboration with the Medical Care Coordinator, ensure compliance and needs of children are met assist in scheduling and updating youth's medical, dental, therapy and similar in the appointment book. Alert Shift Supervisor in advance of up and coming as well as updated daily and weekly appointments. Assist in completing necessary documents needed for appointments.
- Assist with intakes and discharges as needed/required
- Assist with medication documentation, initialize the appropriate Prescribed Medication Record for medications delivered for children residing in the shelter
- Maintain and submit correspondence, reports, case management files as assigned by Program Manager or Program Director.
- Monitor security cameras, screen visitors, and allow access to campus through front gate. Ensure only identified and secured personnel and visitors are allowed on the grounds.
- Greet visitors warmly and ensure they sign in. Notify staff that visitor is on campus. Ensure visitor signs out prior to departing campus. Monthly collection of volunteer visitation logs and forward to the Volunteer Manager.
- Notifying the Program Director and Shift Supervisor immediately when DFPS Licensing representative(s) arrives to the campus. During normal working hours, ensure Child Protective Service (CPS) caseworkers visiting the shelter see the Shift Supervisor, Program Manager or Program Director before leaving the facility.
- Assist with the evening phone calls as appropriate from parents to residents or from residents to their family as directed by the Case Manager or Shift Supervisor
- Receive incoming postal mail and distribute to the appropriate staff person.
- Prepare and maintain data needed for PQI and PMET reports and Youth for Tomorrow quarterly client reviews.

Requirements:

- High School Diploma or equivalent
- Must be at least 21 years of age
- Adherence to TCS dress code policy.
- Computer literate in Office Word, Office Excel, and Office Outlook
- Compliance with assigned work and lunch schedule.
- Able to document activities/messages clearly and accurately
- Able to independently prioritize work load while maintaining time management requirements in an environment with multiple challenges.
- Able to engage and communicate effectively with persons from diverse cultures, and communities, as well as from different groups, including children, their parents, agency colleagues, support staff members, supervisors, administrators, and the legal and judicial system/good public presence.

The Children's Shelter is an Equal Opportunity Employer committed to a culturally diverse workplace and offering a competitive pay and benefits package.

You can apply on-line by visiting our website www.chshel.org or in person at:

2939 W. Woodlawn Ave.
San Antonio, TX 78228
Monday-Friday 8am-5pm