

LOWENSTEIN HOUSE, INC.
JOB DESCRIPTION

CLERICAL UNIT LEADER

Exempt: Yes	Grade: 5	Starting Pay Range: \$27,581 - \$32,546
Department:		
Supervised By: Program Services Coordinator		
Date Last Revised: June, 2017		

POSITION SUMMARY

The Clerical Unit Leader is responsible for providing training in clerical skills, computer technology and word processing to the members of Lowenstein House enrolled in the Clerical Unit. They also provide counseling, support services and case management to assigned members.

RESPONSIBILITIES

1. Develops and maintains the Clerical/Word Processing Unit which serves the clerical and word processing needs of the agency. Provides training to participants in routine office procedures, telephone reception, computers, word processing, typing and office machines.
2. Provides training to members in basic computers and word processing skills; counsels and assists members in overcoming anxieties which may exist as it relates to working on a computer.
3. Provides training to members in telephone reception, phone etiquette and other skills as it relates to working at a reception desk. Assumes responsibility for answering incoming calls in the absence of members.
4. Develops individual service plans on assigned members. Completes all necessary paperwork and documentation for assigned members.
5. Provides case management services for all members assigned to caseload.
6. Conducts weekly groups on various topics related to mental health recovery.
7. Coordinates the purchasing of all clerical supplies for the agency.
8. Provides training experiences and supervision for community volunteers and students when necessary.
9. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

MINIMUM REQUIREMENTS

- Bachelor's Degree or at least four years combination of post high school education and relevant work experience
- Experience and/or training in office and clerical skills
- Proficient in computers, word processing software and internet use
- Experience in mental health or social service
- Valid driver's license

OTHER SKILLS AND ABILITIES

- Ability to function with a high degree of initiative, creativity and independence
- Teaching skills
- Proficient in Microsoft Office Applications
- Ability to work with and relate to a diverse group of people
- Ability to communicate clearly and effectively both orally and in writing

PREFERENCES

- Psychosocial rehabilitation experience
- At least one year of work experience in the clerical field
- Advanced knowledge of word processing and desktop publishing