

# Advocacy and Protective Services Position Description

<b>Position:</b> Office Administrator	<b>Reports To:</b> Legal Program Manager
<b>Supervisory Responsibilities:</b> Not Applicable	<b>Supervision Received:</b> Work is assigned from Legal Program Manager
<b>Type of Position:</b> <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Temporary	<b>FLSA Status:</b> Non-Exempt
Position requires a standard work schedule that may occasionally require some flexibility.	

## Organizational Description

APSI (Advocacy & Protective Services, Inc.) is a statewide, private, non-profit agency dedicated to protecting the rights of Ohioans with developmental disabilities. We advocate for the people we serve by helping to make their desires and needs known, especially when they cannot speak for themselves or if they have no other advocate. We do this by providing a full array of guardianship and protective services to individuals age 18 or older.

APSI specializes in serving individuals with the highest level of needs, primarily through person only guardianship. As a guardian to an individual, APSI has the authority to make decisions of a personal nature on behalf of the individual (and relating to the individual only, not their estate) including medical and dental treatment, adverse interventions & strategies, work, residential placement and quality of life decisions.

## Job Summary

The Office Administrator is primarily a support position and reports directly to the Legal Program Manager. This position is responsible for the organization and coordination of daily office operations; is required to conduct all typical office support duties; provides daily office support to Legal Program Manager, Regional Program Director, Protective Service Representative Supervisor, and Protective Service Representatives; is responsible for supporting APSI services in a manner consistent with APSI Mission, Vision, and Values; may assist in developing and providing organizational tools; and assists in the overall achievement of APSI Strategic Plan goals and objectives.

## Essential Functions

### 1. Office and Support Activities:

- Implement job duties in a manner that aligns with APSI Mission, Vision and Values;
- Implement job duties according to: APSI Policies & Procedures; state law, rules, regulations, statutes, standards; and court requirements and directives;
- Learned understanding of APSI services and functions, including principles of self-determination, community inclusion, rights restoration, routine and emergency procedures;
- Process and distribute all incoming mail;
- Assist all visitors according to need, cordially and professionally;
- Process all incoming calls according to need, cordially and professionally;
- Prepare and manage reports, court documents, guardianship plans, and other information as requested;
- Maintain and utilize electronic management database systems and filing systems according to APSI Policies & Procedures;
- Operate and manage office equipment, phones, and supplies;
- Demonstrate proactive problem solving skills;
- Maintain confidentiality of all information, including staff related as well as service;
- Provide all services in a professional and respectful manner;
- Review staff documentation records for services rendered, timesheets, mileage, and other forms as directed;
- Participate in agency-wide, regional, and individual/supervision meetings with APSI leadership;
- Participate in required trainings and professional development activities;
- Self-initiate and disclose professional development needs;
- Participate in personal work plans;

### 2. Partnership and Community Engagement:

- Actively participate in building strong partnerships with internal and external parties by providing a positive and professional approach to interactions;
- Ensure appropriate communication regarding pertinent needs and issues with the Legal Program Manager and others as appropriate;
- Provide support to the Legal Program Manager, Regional Program Director, Protective Service Representative Supervisor, and Protective Service Representatives;
- Maintain and demonstrate a positive attitude regarding APSI services and persons APSI serves;
- Demonstrate professionalism through crises, changes, and other unexpected events;
- Participate in staff meetings and work groups in a manner that supports APSI and ensures that conversations, deliberations, and actions have the needed information for informed decision-making;
- Demonstrate active engagement by providing personal expertise and experience as well as insights from programs in internal work groups and meetings that help sustain and develop APSI's Mission, Vision and Values.

3. Other duties as assigned.

### **Experience and Requirements**

- Excellent written and verbal communication skills;
- Excellent customer-service and interpersonal skills;
- Proficient with various technology applications including Word, Excel and electronic management database systems;
- Highly organized and able to manage multiple projects and initiatives at the same time;
- Must be reliable and responsible for work duties;
- Must be willing to occasionally travel statewide, have reliable transportation, a valid driver's license and auto insurance;
- Ability to meet deadlines and demonstrated time management skills;
- Ability to work successfully and positively in a fast paced environment;
- Ability to maintain the confidentiality of information for staff and persons served at APSI;
- Ability to work effectively and efficiently in an open and diverse work place;
- Experience working with persons with disabilities is preferred but not required;
- Experience working with persons in crisis is preferred but not required;

### **Education Requirements**

High school diploma or equivalent

### **Working Conditions**

This position operates in a professional environment. This role routinely uses standard office equipment such as computers, phones, copy machines, filing cabinets and fax machines. This position requires the ability to occasionally lift office products and supplies, up to 30 lbs.

### **Disclaimer**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

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Office Administrator Signature

Date