DATE: January 2014

JOB TITLE: Counseling Office Administrative Assistant

REPORTS TO: Counseling Office Director

DEPARTMENT/DIVISION: Member Care / International Personnel

Part time / Number of Hours _______20 hrs/wk___________ Full time__________

OVERVIEW/PURPOSE OF JOB

Using organizational and administrative gifts, this person will assist the Counseling Office as it implements fully functional member care throughout TEAM.

The Counseling Office Administrative Assistant will assist with communication and logistical aspects of the Counseling Office and assist TEAM’s Counseling Office staff with tasks related to the Global Member Care Team. This person will serve as a friendly, trustworthy, and confidential interface for anyone relating to the Counseling Office and, by serving in this way, will contribute to the mental and emotional resilience of TEAM personnel, leading to increased effectiveness in the task of planting reproducing churches among the nations.

INDIVIDUAL PROFILE

• Growing disciple of Jesus Christ with spiritual and emotional maturity.
• A heart for missionaries and a desire to see God’s Kingdom advanced through the ministries of TEAM.
• Friendly, caring personality.
• A self-starter with the ability to see what needs to be done and take initiative to act.
• Able to maintain strict confidentiality and committed to doing so.
• Humble, flexible, team player.
• Culturally sensitive.
• Dependable, confident, professional, mature.

KEY SKILLS and REQUIREMENTS

• Training and experience in administrative functions.
• Exceptional organizational skills with the ability to prioritize tasks.
• Good computer skills, with ease of learning new software programs. (Prior experience with Microsoft Word, Outlook, and Excel required; experience with Access helpful.)
• Works under the authority of the Counseling Office staff but is empowered to act independently in agreed upon situations.
PRIMARY RESPONSIBILITIES

1. Handle the administrative details of the psychological assessment process for new applicants.
2. Organize the Counseling Office’s comprehensive debriefs, placement interviews, counseling sessions, and other appointments.
3. Contribute to the efficiency and effectiveness of Counseling Office by handling needed administrative tasks and projects.
4. Help coordinate the Counseling Office’s global as well as local responsibilities.
5. Oversee maintenance of confidential Counseling Office files.

ACTIVITIES INCLUDE:

1. Handle the administrative details of the psychological assessment process for new applicants.
   - Create new applicant confidential paper files for the Counseling Office.
   - Maintain spreadsheet of various components of the application process, tracking receipt of all materials and distribution to appropriate people.
   - Notify applicants about psychological testing and send out testing packets.
   - Score psychological testing, copy all relevant materials, and send to counselor doing the psychological evaluation.
   - Interface with mission coaches and with in-house and outsourced counselors to keep psychological assessment process on track in a timely manner.
   - Notify mission coaches of results of psychological assessments.
   - Prepare needed materials for review team meetings and feedback sessions with applicants.
   - Enter appropriate information in eFO.

2. Organize the Counseling Office’s comprehensive debriefs, placement interviews, counseling sessions, and other appointments.
   - Coordinate Counseling Office staff schedules with Global Ministry AAs to arrange appointments.
   - Meet and greet missionaries and other guests visiting the Counseling Office.
   - Assist with follow-up needs after appointments with Counseling Office staff.

3. Contribute to the efficiency and effectiveness of Counseling Office by handling needed administrative tasks and projects.
   - Prepare check requests and expense reports.
   - Assist with member care training events and conferences.
   - Manage and maintain a database of member care resources (books, websites, retreat centers, renewal programs, etc.) and facilitate their availability to Global Member Care personnel and individual TEAM workers.
   - Order resources, materials, and assessments.
   - Maintain database of professional providers by geographical areas.
   - Coordinate Counseling Office involvement in REAP: schedule appointments and inform missionaries, prepare resources, and coordinate Counseling Office role in info fair.

4. Help coordinate the Counseling Office’s global as well as local responsibilities.
• Coordinate scheduling of member care meetings and Skype conferences.
• Communicate with intensive care programs such as Link Care regarding details of a missionary’s stay.
• Help Counseling Office communicate with all needed parties related to ongoing member care cases.
• Help organize access to needed electronic information and resources by the Global Member Team

5. Oversee maintenance of confidential Counseling Office files.
   • Maintain confidential Counseling Office paper files.
   • Ensure Counseling Office remains HIPPA compliant.
   • Maintain and update (add case notes, reports, emails, etc.) confidential Counseling Office paper files following HIPPA standards.

PHYSICAL REQUIREMENTS

The work is performed in an office setting.

The following abilities are required for the position:
   a. Communicate appropriately and clearly both verbally and in writing with telephone callers, office visitors and co-workers. Comprehend and speak English with the general public and co-workers
   b. Operate office equipment in order to send and receive information with necessary optical, auditory and manual dexterity (fax machine, copier, etc.)
   c. Use a keyboard and mouse to enter, retrieve or transfer words or data
   d. Work for extended periods of time at a computer, requiring the ability to focus on and read/comprehend information on a computer screen, basic typing to enter information and/or move from screen to screen on the computer to view information
   e. Sit at an office desk for extended periods of time
   f. Tolerate dust and fumes from general cleaning and maintenance procedures
   g. Walk, stand, and stoop; and put in or retrieve papers from file cabinet drawers
   h. Climb up and down stairs daily
   i. Manual dexterity to handle/process mail
   j. Display the reading skills necessary to proofread written materials
   k. Perform analysis on data to form reasonable conclusions and be able to demonstrate findings to others

Additional Information:

Location: Carol Stream, IL office

Full time_____ Part time (hours per week)____20 hrs/wk.______________________
Salaried_____ Hourly___X___