

**Job Title:** Administrative Coordinator – Clinical Operations

**Reports To:** Chief Clinical Officer

**About CLARE|MATRIX:** CLARE|MATRIX is a nonprofit organization providing effective and compassionate treatment, recovery, and prevention services for alcoholism and substance abuse to individuals, families, and the community.

Since 1970 CLARE|MATRIX has provided quality substance abuse and mental health treatment to men, women, and children in southern California.

Through programs run by a compassionate, committed, results-oriented team of counselors, therapists, and administrators, CLARE|MATRIX continues to build its reputation as a leader in Evidence-Based Treatment practices and continues to break new ground in the areas of positive outcomes, outreach, research, and community involvement.

Headquartered in Santa Monica, CA, CLARE|MATRIX maintains 18 facilities in the Southern California region; providing services to participants in a manner consistent with its Core Values: Compassion, Teamwork, Integrity, Empowerment and Adaptability.

**Summary:**

Under the direction of the Chief Clinical Officer, the Clinical Administrative Coordinator is responsible for ensuring smooth administrative operation of the Clinical Department by ensuring well-organized folders and reports for the CCO and a customer-oriented professional environment. They respond to phone calls, listen to needs of caller, and transfer calls to the appropriate staff within the organization. They organize files and office supplies, and schedule appointments for the CCO, as needed. This position ensures the handling of day-to-day office functions on behalf of the Chief Clinical Officer.

Regardless of the fact that many of the duties of this position are often behind the scenes, the functions of a Clinical Administrative Coordinator may also involve contact with clients. They will support the administrative coordination of trainings, research projects, and quality assurance in collaboration with staff across CLARE|MATRIX. The Clinical Administrative Coordinator will track data for various projects, maintain reports on key data for the clinical department, and provide monthly reports to the Chief Clinical Officer.

**Major Areas of Responsibility:**

Overall Team Building

- Maintain a good knowledge and understanding of CLARE|MATRIX's mission, vision and philosophy; and support these tenets at all times, while conducting agency business.
- Contribute to a healthy work environment by participating in meetings and team building activities.
- Communicate clinical department's needs to the Chief Clinical Officer, in a timely fashion.

COMPASSION – TEAMWORK – INTEGRITY – EMPOWERMENT – ADAPTABILITY

- Provide feedback and constructive criticism.
- Prioritize projects and keep team members with whom they collaborate up to date on the status of projects.
- Initiate problem solving.
- Improve and develop relations between CLARE | MATRIX and its partners.
- Coordinate and communicate on behalf of the Clinical Department in the areas of staff trainings, research projects, and data collection and analysis.
- Assist in the development of monthly reports including client data, demographics and outcomes. Ensure timely completion of reports.
- Coordinate day-to-day functions of therapy interns, to ensure quality care is provided to all clients.
- Prepare, organize, draft documents associated with orientation and training of student interns assigned to treatment programs.
- Organize staff trainings, including bringing in outside organizations when necessary.
- Facilitate the development and coordination of staff trainings and materials.
- Maintain supplies for the office of the Chief Clinical Officer and order new supplies as needed.
- Other duties as assigned.

**Knowledge, Experience & Skills:**

- Understanding and maintaining confidentiality and privacy of staff and participants at all times.
- Excellent customer service and demonstration of the 5 Core Values of CLARE | MATRIX: Adaptability, Compassion, Empowerment, Integrity, and Teamwork.
- Working knowledge of MS Office, specifically Word, Excel and Outlook.
- Working knowledge of data collection, data analysis and reporting, with ability to maintain confidentiality and privacy of clients and staff.
- Have a minimum of a bachelor's degree (B.A. or B.S.)
- Have an interest in the collection of project data, both quantitative and qualitative.
- Have a capacity for organizing a large volume of data with attention to detail.
- Have the ability to present project outcomes in a professional and meaningful manner.
- Excellent organizational, verbal and written skills.
- Must have reliable transportation.
- College degree – preferred.
- Possess an understanding of issues related to substance abuse, mental health, research and data collection and analysis in order to write reports on a monthly basis
- Ability to work with diverse populations.

**Physical Demands:**

While performing the responsibilities of the job, the employee is required to talk and hear. The employee is often required to sit and use their hands and fingers, to handle or feel. The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision.

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

**Work Environment:**

This job will be primarily located at the CLARE|MATRIX offices, in Santa Monica, CA. While performing the responsibilities of the job, these work environment characteristics are representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

**Conclusion:**

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

By my signature, I acknowledge that I have received and reviewed a copy of this job description:

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

CLARE|MATRIX is an equal opportunity/affirmative action employer. CLARE|MATRIX does not discriminate because of gender, sexual orientation, race, religion, age or physical, mental or sensory challenges. No qualified applicant will be denied employment sole on the basis of having or not having a prior history of alcoholism or other drug addiction.