

OPERATIONS COORDINATOR - REDMOND RESIDENTIAL/BROOKS RESPITE AND RECOVERY PROGRAM - REDMOND, OREGON

BestCare Treatment Services and Brooks Respite and Recovery Center in Redmond, Oregon is recruiting for an Operations Coordinator! This is a Full Time regular position that includes a competitive benefits package, FOUR WEEKS of paid time off, NINE recognized holidays, and a retirement account option. Starting wage for this position is \$22.31 - \$29.27 DOE.

BestCare Treatment Services is proud to be one of the longest-term providers of alcohol & drug rehabilitation and mental health services in the Central Oregon region. We got our start in November of 1997, thanks to a partnership between Deschutes County, State of Oregon, and St. Charles Medical Center. From a modest, singular drug rehab center, we have grown to offering residential and outpatient services in four cities in addition to the only Spanish-speaking alcohol and drug rehab facility in the state. We have helped thousands of people find the help they need in a caring and collaborative environment and we remain true to our founding mission:

To advocate and provide compassionate care in the treatment and prevention of addiction and mental illness.

As an agency, BestCare has a family feel with a supportive staff of hard-working professionals whose compassion and dedication is unmatched in our industry. They are smart, kind, innovative and strive to offer the best services available under all circumstances. Does this sound like you? If so, we invite you to join our team by applying for this exciting position.

Located in beautiful Central Oregon, Redmond, Oregon, is home to scenic river gorges, deep desert canyons, and other delightful treasures. The community is tight-knit and is known for its livability, affordability, community spirit as it's easy access to many outdoor activities. The surrounding landscape offers gorgeous snow-capped mountain views, fresh, clean rivers and lakes and breezy high desert plains. Redmond is in close proximity to a myriad of destination locations for fun and relaxation including the breath-taking Cascade Mounts, World Famous Smith Rocks State Park, and Cove Palisades State Park on Lake Billy Chinook just to name a few.

For a video tour of Redmond and Bend, take a look at these videos:

[Visit Redmond Oregon - YouTube](#)

[The Official Bend Oregon Video by VisitBend.com - YouTube](#)

If this sounds enticing, don't wait! Apply today and join the family!

Title: Operations Coordinator

Program: Redmond Residential and Brooks Respite and Recovery Center

Program Location: Redmond, Oregon

Supervisor: Program Director

Employment Status: Full Time Regular

FLSA Classification: Exempt, Salary

General Duties: Provides necessary services to administrative operation for the assigned program. Will provide support to the following: Program Director, Human Resources, Payroll, CQI, IT, Operations, and Billing staff. The Operations Coordinator needs to have a commitment to the mission of the agency and furthering that mission in the community. Must understand fully and adhere to the BCTS Ethics Statement. The Operations Coordinator is also responsible for following proper and efficient administrative and clerical practices. Must be willing to comply with the policies and practices of BCTS.

Job Relationships:

- Reports to: Program Director
- Employees Supervised: None

Language: Bi-Lingual Spanish/English strongly preferred-Not Required

Duties:

- Provide complex and specialized administrative coordination in support of the BestCare programs while Interface directly with and serve as a liaison to HR, AP, CQI, IT, payroll, and COO staff
- Oversees the Program's administrative support staff and ensures that the office services are efficient, ethical, consistent, and provide excellent customer service and back-up to the clinical teams
- Manages procurement on behalf of the programs including working with vendors, Central Office fiscal and operational staff, and oversees and monitors supplies and equipment
- Services as the liaison with agency and contracted IT services and tracks the computers/laptops, agency-issue cell phones, portable hotspots (Wi-Fi), and landline business phones
- Oversees fiscal coordination with agency Finance Department, including overseeing petty cash management functions, completing weekly deposits, managing client payments, prepare PI contracts and ensuring payments and invoices are coded, prepared for approval and submitted per agency guidelines
- Performs local onboarding/outboarding of employees and interfaces with agency Human Resources related to personnel paperwork. Assists the Program Directors with coordinating advertising/recruitment with Human Resources
- Oversees safety initiatives, including participating in the agency-wide Safety Committee to ensure that all committee requirements are being met including orchestrating and documenting all monthly and quarterly safety drills
- Tracks and oversees building and vehicle maintenance, including the procurement of contractors in a timely manner. Ensures all documentation logs are completed, safety equipment, including PPE/Personal Protection Equipment are kept in stock,

utilized properly, and completes documentation related to safety aspects.
Coordinates with the Director of Operations, as needed

- Collect and log all satisfaction surveys, critical incident reports, client grievance forms-Once reviewed by Program Directors
- Complete all record requests in accordance with HIPAA, CRF 42, and all regulation guidelines
- Order supplies and track expenses for Programs
- Assist new hires with all IT needs including facilitation of IT training; equipment, log on information, Paylocity badge numbers, MMIS, OneHealth Port, Epic and/or Reliance access
- Responsible for documentation of all supervision forms into tracker
- Oversee that completion of monthly chart audits and ensures that they are entered into TEAMS folder
- Track and oversee all TB testing to ensure that it is happening upon hire and annually for all employees
- Oversee MOTS completion
- Responsible for initial new hire and ongoing employee training completion and tracking
- Oversee and follow-up with clinicians and other staff in a supportive role to ensure completion of documentation
- Review program employee Paylocity timecards and prepare for Manager approval
- Conduct other duties and special projects as assigned by the Program Director

Minimum Requirements:

- Bachelor's degree in Business, Management or related field required (Associates degree and two years - high level business administrative experience may be substituted for this requirement)
- Minimum of three years of previous high level office support experience required
- Valid Oregon Driver's License required
- Highly proficient in computer skills and experience with Microsoft Office, with an emphasis on proficiency with Excel, required
- Experience working with an EMR system
- Experience with general office procedures, methods and office equipment to include multi-phone line system, computers, fax machines, etc.
- Ability to show compassion towards individuals with mental health and substance abuse disorders
- Professional communication skills to include spoken and written usage, with an emphasis on grammar and punctuation
- Experience with report writing techniques and basic financial and statistical record-keeping practices
- Maintain confidentiality as required by BestCare Treatment Services policies and procedures
- Must possess the ability to work independently and the skills to be a highly collaborative team player. Must have the ability to get along with co-workers. Possess the ability to network with all resources in order to provide the best customer service

Tools and Equipment Used:

Laptop computer, fax machine, scanner, copy machine, telephone, projector, MS Word, Excel, Outlook and other assigned duties.

Physical Demands:

The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing this job, the employee is regularly required to reach with hands and arms. The employee is frequently required to stand, walk, and use hands to handle, feel, or operate objects or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must occasionally lift and/or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision and the ability to adjust and focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position requires the employee to dress in a professional manner that meets the standards for professional employees in Central Oregon.

To Apply:

Please complete the application using the link below, and submit along with a cover letter, resume with personal email address for correspondence, any applicable licenses, certifications or degrees with transcripts, and contact information for three supervisory/professional references.

[Application for Employment – BestCare \(bestcaretreatment.org\)](http://bestcaretreatment.org)