



Outpatient Receptionist Job Description

ORGANIZATION OVERVIEW: Parrott Creek is a 501(c) nonprofit organization serving youth, families and individuals in the Metro region and from across Oregon. Our programs range from early interventions and community support to outpatient treatment, recovery homes and intensive residential care. Our mission is to offer person-centered and culturally responsive programs and services to address social determinants of health in our community. Our goal is for all people to experience social, emotional, and physical wellbeing with justice and hope. We deliver our mission by ensuring that Parrott Creek is a unique, values-based, and empowering place to work.

Parrott Creek is hiring a psychotherapist to work with children, youth and families in our expanding suite of residential and community-based programs. We have a long history of utilizing and valuing clinicians and their contributions to program development and the delivery of impactful social services to the youth and families of Oregon.

WORK LOCATION: Portland, OR

HOURLY RATE: \$17.00

BENEFITS: Medical, Dental, Vision, Retirement Plan, Paid Vacation, Sick Leave, and Holidays. **We give pay increases for earning certifications. We offer a work schedule with one paid day off every pay period as a Wellness day.**

OUR VALUES:

- **Unconditional Positive Regard** - Assuming positive intent and accept people are using the skills they have the best they can
- **Mindfulness** - Being fully present and engaged in the moment
- **Trauma Informed** - Offering a culture of healing and empowerment by creating a mindful environment of kindness and support with a regard for behaviors, attitudes and through patterns formed by trauma
- **Restorative Justice** - We focus on repairing relationships, asking each other to be accountable for the harm we cause
- **Social Justice** - Working towards the equitable treatment of all people; recognizing dynamics of power, privilege and oppression

GENERAL STATEMENT OF DUTIES: Provide a welcoming environment for clients and visitors. Support program staff by greeting clients, answering and transferring calls to appropriate people and when necessary taking messages and maintaining a professional work environment.



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Parrott Creek has adopted the following values which form the ethos and the very core of how and why we do the work that we do.

PRINCIPAL DUTIES:

- Greet visitors and vendors, help them check in and out, and inform appropriate staff of their arrival.
- Provide general administrative support including, copying, mailings, faxing and data entry into EHR and other databases as required.
- Answer phones and take messages for appropriate staff.
- At the beginning and/or end of your shift, restock the food pantry, take out trash, clean the coffee area, sweep and vacuum reception area, and other duties as assigned.
- Maintain appropriate boundaries with clients, staff, and others.
- Order site supplies (i.e. food pantry, hygiene, office supplies, and other misc items as approved by program manager) and maintain office budgets.
- Manage U.A.'s including ensuring all documentation is completed appropriately. Ensure that communication is clear for which client is being U.A.'d if absent and verify this was done on return.
- Support with licensing and other contractual requirements.
- Attend mandatory staff meetings and training.
- Perform duties as assigned by the supervisor.
- Maintain confidentiality of all protected health information and comply with HIPAA, 42 CFR Part 2, agency policies, and all applicable federal and state regulations.
- Complete required paperwork, i.e., time sheets, paperwork requested by HR.

Our programs serve some of Oregon's most vulnerable children, youth and families involved in formal systems of care. Significant family therapy, whether it is biological or foster, is an integral part of this therapeutic work. The therapists in Parrott Creek's programs are responsible for providing individual and group therapy, overseeing treatment services, and helping to maintain adherence to the core values and ethical standards of Parrott Creek. The Therapists are part of therapeutic teams that provide structured, consistent and respectful treatment environments. Our work is trauma informed and responsive with a collective, collaborative approach to supporting our youth. Fundamental to the therapists' role is modeling Restorative Justice practices. This includes supporting processes that address harm and create opportunities to, where possible, allow the repair of harm to happen. At its heart, we believe our children and families are smart, capable and doing the best they can with the resources they have available to them. Our job is to help our youth and families reach their full potential. We approach our social service from a non-judgmental, respectful perspective and these values extend to how we work collaboratively as colleagues. Parrott Creek respects and promotes the personal and



professional growth of all employees and we celebrate diversity. We are committed to creating an inclusive and safe environment for all.

REQUIREMENTS, KNOWLEDGE, SKILLS AND ABILITIES:

- Willingness to embrace, adhere to and implement Parrott Creek's values in all aspects of work.
- Able to communicate effectively both verbally and in writing.
- Accepting of diverse lifestyles and cultures.
- Able to stand 4-6 hours at a time.
- Familiarity with Microsoft Word and Google systems and ability to learn other systems as necessary.
- Ability to lift 35 pounds.
- Ability to walk over uneven terrain.
- Work cooperatively within a team.
- Have a valid Oregon Driver's License and good driving record.
- Be able to drive a 12-seat passenger van.
- First Aid/CPR certification and a Food Handlers card are required.

EDUCATION, EXPERIENCE AND TRAINING:

- Have a high school diploma or GED. Have experience in reception and/or related field.
- Experience working in a social service setting is preferred. Having a general knowledge of the recovery field preferred

WORK ENVIRONMENT:

- Duties are performed in an office and outpatient setting.
- This position is hourly and non-exempt.

TO APPLY

Interested candidates please send resume w/cover letter to one of the following:

Mail: Parrott Creek Child & Family Services
1001 Molalla Avenue, Suite 209, Oregon City, OR 97045
Email: resumes@pcreek.org
Fax: 503-655-8908

A Note to Potential Candidates:

Studies have shown that women, trans, non-binary, BIPOC, and other candidates from most-impacted communities are less likely to apply for jobs unless they believe they meet every single one of the qualifications as described in a job description. We are committed to building a diverse and inclusive organization, and we are most interested in finding the best candidate for the job. That candidate may be one who comes from a background less traditional to our field of work, and that is welcome. We would strongly encourage you to apply, even if you feel you do not meet every one of the qualifications described. ***Parrott Creek is an equal opportunity employer and we encourage candidates of diverse backgrounds to apply.***