



1457 E. Washington Ave.
Suite 102
Madison, WI 53703
phone 608.241.4888
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www.canopycenter.org

Since 1977

Programs

Dane County CASA
Oasis
Parent to Child

June 2018

Dear Applicant:

Thank you for your interest in the position of Oasis Client Care Coordinator for the Canopy Center, Inc. Enclosed you will find a job announcement, list of application questions, and Summary of Benefits.

Return the completed questions along with a cover letter, current résumé, the confidential federal government reporting form, signed Employee Verification, Authorization and Release Statement, and a list of three professional references.

The position will be posted until filled with a goal start date of August 1, 2018. You may email your application to martia@canopycenter.org or mail it to:

Oasis Client Care Coordinator position
Canopy Center, Inc.
1457 E Washington Ave, Suite 102
Madison, WI 53703

Sincerely,

Donna Fox, MSSW, CAPSW
Executive Director

Enclosures



CANOPY CENTER, INC.
JOB ANNOUNCEMENT
OASIS CLIENT CARE COORDINATOR (40 HRS PER WEEK)

AGENCY MISSION AND SUMMARY: The mission of Canopy Center is to help strengthen families and support children, teens, and adults impacted by trauma and adversity. The agency provides services through three programs: Dane County CASA (court appointed special advocates), Oasis child sexual abuse treatment program, and the Parent to Child family interaction pilot project.

POSITION SUMMARY: The *Oasis Client Care Coordinator (OCCC)* is responsible for serving as the coordinator for all client assessment referrals, maintaining the program database, compiling statistics for reports as needed, maintaining program resources, and providing administrative assistance to the Oasis Clinical Director and program therapists.

QUALIFICATIONS: The position requires a working knowledge and experience with maintaining client and workplace confidentiality including answering the telephone and greeting clients for an organization that addresses sensitive issues, proficiency with computer database programs, an orientation to detail work, and excellent follow through. Qualified applicants must have demonstrated communication and organization skills as well as the ability to work autonomously and as part of a team. The OCCC must be able to respond to the administrative needs of the Oasis staff and possess sensitivity to issues that affect the Canopy Center clientele, including but not limited to sexual abuse, parenting issues, child abuse and neglect, and mental illness. The OCCC must have knowledge in setting up client files, completing data collection, analysis and reports to funders, and communicating directly with potential and current clients to schedule appointments. An ability to uphold the trauma informed environment created at Canopy Center as well as the capacity to compassionately process trauma details is essential.

DUTIES: The OCCC must provide reasonable administrative assistance to Oasis staff and maintain systems to assure workflow, answer telephones, greet clients, participants and visitors as necessary, manage the influx of new clients, working with the clinical director to assess treatment recommendations and monitoring the waiting list for future clients, participate in agency planning, staff meetings, and program coordination meetings, coordinate with providers in the area for client treatment referrals, purchase and maintain program supplies, manage initial client contact information, filling out forms over the phone with caregivers, maintain the Oasis client files from point of intake, communicate with potential and new clients regarding scheduled intake, communicate with group-appropriate clients concerning cycle start dates and disseminate consent and release documents to clients and other appropriate parties, compile and analyze demographics and statistical data for monthly, quarterly and annual reports, maintain stock of assessments and enter assessment scores of clients, maintain database with client information, maintain resources for the program, attend the weekly clinical Oasis project meetings and maintain agenda system for these meetings, prepare and/or proofread correspondence upon request, arrange and meet the needs of transportation for clients, coordinate with Finance Manager to insure billing information is complete, and serve as the point person for all referrals for Oasis services.

SALARY AND BENEFITS: 40 hours per week. \$31,720 – \$32,760 per year based on level of experience. Long-term disability and life insurance policy premiums paid in full by agency. Health insurance is available for employees working 30-40 hours per week, with single coverage covered 90% by agency. Application kit includes full Benefit Summary.

HOURS REQUIRED: Required hours: Monday 12-2, one night per week (usually Wed. or Thurs.) until 7-7:30 PM. Remaining hours more flexible, as agreed upon with supervisor, to meet the needs of clients, program and agency.

TO APPLY: Download application packet from website at www.canopycenter.org/p/employment.html, or contact the Human Resource Manager at martia@canopycenter.org to receive an application packet.

Must return cover letter, résumé, completed answers to the application questions and a list of 3 professional references to be considered for the position. Job will be posted until filled, with an expected start date of August 1, 2018.

Applicants will be considered for positions on the basis of qualifications and ability to perform the job for which they are applying without regard to race, religion, creed, sex, age, residency, national origin, disability, sexual orientation, marital status or physical appearance. Minorities encouraged to apply.

Canopy Center, Inc.
Application Questions
OASIS CLIENT CARE COORDINATOR POSITION

Instructions:

Please include the following information when you submit your cover letter and résumé for the Oasis Client Care Coordinator (OCCC) position at Canopy Center.

1. Basic Qualifications of Position – please CLEARLY state how you meet the qualifications either on a separate form or within your cover letter and résumé:

The OCCC requires a working knowledge and experience with maintaining client and workplace confidentiality including answering the telephone and greeting clients for an organization that addresses sensitive issues, proficiency with computer database programs, an orientation to detail work, and excellent follow through. Qualified applicants must have demonstrated communication and organization skills as well as the ability to work autonomously and as part of a team. The OCCC must be able to respond to the administrative needs of the Oasis staff and possess sensitivity to issues that affect the Canopy Center clientele, including but not limited to sexual abuse, parenting issues, child abuse and neglect, and mental illness. The OCCC must have knowledge in setting up client files, completing data collection, analysis and reports to funders, and communicating directly with potential and current clients to schedule appointments. An ability to uphold the trauma informed environment created at Canopy Center as well as the capacity to compassionately process trauma details is essential.

2. Please answer the following questions:

a. Are you proficient in Microsoft Office (specifically, Word and Excel) and willing to learn new software for client health information management as needed? PLEASE NOTE, A BRIEF COMPUTER COMPETENCY TEST WILL BE GIVEN PRIOR TO INTERVIEW.

____ Yes ____ No

b. If required, do you have a valid Wisconsin driver's license?

____ Yes ____ No

c. Have you been placed on probation, parole, released from incarceration, or paid a fine for a misdemeanor or a felony? Please note a conviction will not necessarily disqualify you from employment. It will be considered only as it may relate to the job you are seeking.

____ Yes ____ No

d. The hours required for this position are: 40 hours per week, including Mondays 12:00-2:00, and Wednesday or Thursday until 7-7:30 PM. Remaining hours are more flexible with approval of supervisor. Do you have any ongoing schedule conflicts with the times above?

____ No ____ Yes, please specify _____

Are there any days/times you are NOT currently available to work?

____ No ____ Yes, please specify _____

e. How did you learn of the position opening with our agency?

____ JobNet ____ Craig's List ____ Website
____ Job Announcement posting – if so, where? _____
____ Word of mouth
____ Other _____

Canopy Center, Inc.
Healing and Family Support Services
1457 E. Washington Ave., Suite 102
Madison, WI 53703

EMPLOYEE VERIFICATION, AUTHORIZATION AND RELEASE STATEMENT

I certify that the information provided by me in this application is true and complete to the best of my knowledge. I understand that if I am employed, any false statements or omissions can lead to immediate dismissal, and I agree that the company shall not be held liable in any respect if my employment is terminated for that reason. You are hereby authorized to verify the information I have supplied and to conduct any investigation of my personal history. I authorize the companies, schools and persons that I have identified in my application or resume, or any references provided separately, to give any information requested regarding my employment character and qualifications, and release and hold harmless Canopy Center, Inc., and the companies, schools and persons from any liability.

Signature

Printed Name

Date

**CANOPY CENTER, Inc.
FEDERAL GOVERNMENT REPORTING FORM**

This part of the application will be removed and kept in a confidential file. It will be separated from the application before the application is presented to the interviewer.

The following information is requested to meet requirements for federal government reporting payroll, and fringe benefits, procedures, and research purposes. In responding, applicants will know that the data will be used for these purposes only and that federal, state, and county laws forbid discrimination based on age, sex, race, religion, handicap or ethnic group.

Name _____ Sex Female _____ Male _____

Date of Birth _____

Position applied for _____

Disability, if any _____ Yes _____ No _____

Ethnic Background Black _____
 American Indian _____
 Hispanic/Latino _____
 White/Caucasian _____
 Asian _____
 Alaskan Indian _____

Armed Forces Veteran Yes _____ No _____

Date _____

Health-Vision Insurance Agency-sponsored policy available to all regular employees, 30 hours or more, with a premium paid 90% by the Agency for the single coverage. Employees wishing to add a spouse, domestic partner or dependent will have the Agency cover 70% of the premium. Family premiums are paid 50% by the Agency. Eligible employees may begin coverage on the first of the month following 30 days from date of hire. *(Amended 11/18/14)*

Dental Insurance Available to all regular employees, 20 hours or more. Employees may choose a single or family coverage with the premium paid 100% by the employee. Employee must choose a primary dentist from the Dentist Provider list. Diagnostic, preventative and restorative services are covered at 100%; extractions, endodontics (except wisdom teeth, covered at 50%) and periodontics are covered at 80%; and major restorative, prosthodontics and orthodontics (for covered family members age 18 and under) are covered at 50%. There is an annual non-orthodontic maximum of \$1,200. All premiums will be deducted pre-tax from payroll. Eligible employees may begin coverage on the first of the month following 30 days of hire.

Group Life Insurance Available to all regular employees, 20 hours or more, with premiums paid 100% by the Agency. This benefit provides insurance benefits of \$10,000 to your beneficiary if your death occurs while you are in our active employment and prior to your retirement. Eligible employees may begin coverage on the first day of the month following 3 months of employment.

Long-Term Disability Insurance Available to all regular employees, 20 hours or more, with premiums paid 100% by the Agency. This benefit provides income continuation coverage of 60% of an employee's salary during prolonged disability following a qualifying period of 90 calendar days. Coverage begins the first of the month following 3 months of employment for eligible employees. *(Amended 9/1/05)*

Retirement savings: Simple IRA plan available to all employees after one year of employment if they have earned a minimum of \$5,000 during that year, and who are expected to earn a minimum of \$5,000 in the following year. The agency matches up to 3% of annual salary if employee makes personal contributions to the plan. *(Amended 3/1/17)*

Additional retirement accounts are available to all regular employees. This benefit allows employees to contribute a portion of their compensation into a personal retirement savings account. All contributions to these plans are made solely by the employee. Accounts are established on an individual basis so that upon termination with the agency, the employee may continue to contribute to the account if they so choose. Investment options, tax benefits and withdrawal restrictions are dependent on each employee's individual situation. *(Amended 11/18/14)*

Flexible Spending Account Available to all regular employees, 20 hours or more, with 100% of administration costs paid by the Agency. This IRS approved tax-savings program allows you to save taxes by paying for certain expenses on a before-tax basis. Employees can put pre-tax dollars into this account to cover the cost of certain out-of-pocket expenses for themselves and their dependents. Annual limit of \$2500 for medical reimbursement and \$5000 for dependent care and may rollover up to \$500 each year. Eligible employees may begin coverage on the first of the month following 30 days from date of hire. *(Amended 1/1/14)*

AFLAC Insurance Available to all employees (if taking short-term disability policy, employee must be 30 hours or more). Existing employees may sign up for coverage at any time if the premium is being deducted from payroll post-tax. To deduct the premium pre-tax, employees must sign up for coverage during open enrollment each December. A representative from AFLAC Insurance will meet individually with each employee to review insurance options.

Employee Assistance Program Available to all employees and their families, funded 100% by the Agency. This benefit provides up to five short-term counseling sessions per person per situation. Situations include workplace conflicts, locating community resources, grief/loss, marital/relationship problems, depression/anxiety, stress, balancing family and work, domestic violence, elder care issues, and more. In addition to counseling services, the EAP provides legal consultation, financial consultation, and online resources. *(Amended 10/23/17)*

Paid Vacation Benefits Available to all regular employees, 20 hours or more. Each qualifying employee earns an equivalent (based on FTE) of:

80 hours or 2 weeks during first year of employment

120 hours or 3 weeks during second and third year of employment

160 hours or 4 weeks during the fourth and subsequent years of employment

Paid Sick Time Benefits Available to all regular employees, 20 hours or more. Each qualifying employee earns an equivalent of two weeks of sick leave per year. Sick time is carried over from one year to the next until the amount of sick time available equals a maximum of 12 weeks (or 480 hours for 40-hour employee).

Paid Holiday Time Available to all regular employees, 20 hours or more. The following holidays are observed: New Year's Day, Martin Luther King, Jr. Birthday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and New Year's Eve Day (1/2 day). Each qualifying employee earns an equivalent of 76-hours of Holiday pay per year (this includes time for two personal holidays).

Compensatory Time Available to all regular salaried employees. Compensatory time may be given for hours worked over the number of typically scheduled hours, with **prior** approval from supervisor. Maximum Compensatory time accrued shall not exceed one week of normal hours (40 hours for full-time employee). Compensatory time must be used before any other accrued time is used (vacation, holiday or sick). Compensatory time not used within two months will be lost.

Continuing Education Available to all regular employees, 20 hours or more. Workshops/conference attendance, pre-approved by the employee's direct supervisor and the Executive Director, will be paid for by the agency. In addition to conference fees, travel, lodging, mileage, and work hours will be covered by the agency.

Pay periods Employees are paid on the 15th and last day of each month.