



Canopy Center

Dane County CASA • Oasis • Parent to Child

October 2019

Dear Applicant:

Thank you for your interest in the position of Oasis Bilingual Client Care Coordinator for the Canopy Center, Inc. Enclosed you will find information about the position as well as materials to be completed as part of your application.

A complete application must include the following items:

- Cover letter
- Résumé
- List of three professional references
- Completed application questions
- Completed release statement/background check authorization
- Completed federal reporting form

Applications may be submitted to the following addresses:

Mail

Attn: Human Resources
Canopy Center, Inc.
2445 Darwin Rd., Suite 15
Madison, WI 53704

Email

martia@canopycenter.org

The position will be posted until filled.

Sincerely,

Donna Fox, MSSW, CAPSW
Executive Director

Enclosures

The Canopy Center is committed to continuously improving its environment to be one that is equitable and diverse. The Canopy Center celebrates the expression of individuality, intersectionality, and all identities among all staff and clients.

CANOPY CENTER, INC. JOB ANNOUNCEMENT

Oasis Bilingual Client Care Coordinator



AGENCY VISION AND MISSION

Our vision is to give every person an opportunity to have a voice in identifying and addressing their needs; and to provide social connections, to fully develop their sense of self and community.
Our mission is to help strengthen families and support children, teens, and adults impacted by trauma and adversity.

PROGRAM DESCRIPTION

The Oasis Program offers individual, family, and group therapy to people who have been affected by incest and child sexual abuse. For our youngest clients, five and under, we provide assessment and treatment for families impacted by any type of child abuse or neglect. The Oasis program model strives to increase the healthy functioning of families who participate in the program, and help children and non-offending parents or caregivers incorporate the experience of the abuse into their lives in a manner that reduces the short-term and long-term effects, as well as the cycle, of abuse. A second goal of the program is to help non-offending parents and caregivers learn more effective and protective strategies to better parent their child and to strengthen their relationship. For families impacted by incest, we work to support the family through the reunification process in collaboration with other involved professionals. The Oasis Program offers a variety of treatment modalities including Trauma-Focused Cognitive Behavioral Therapy, Play Therapy, Child Parent Psychotherapy, and EMDR. Services are provided in English and Spanish, and interpretation for other languages is available. Currently all fees for services are covered under grant and contract funding. In addition, the Oasis Program is proud to contribute to the education and learning of students training to become trauma-informed mental health providers through internship opportunities.

POSITION SUMMARY

The Oasis Bilingual Client Care Coordinator is responsible for coordinating all mental health referrals, including initial contact with clients; providing administrative assistance to the Oasis Clinical Director and program therapists; maintaining program records/data, compiling statistics for reports as needed, and maintaining program resources.

QUALIFICATIONS

The Oasis Bilingual Client Care Coordinator 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, excellent follow through, excellent communication and organization skills; additionally they must possess sensitivity to issues that affect the Canopy Center clientele, including but not limited to parenting issues, sexual abuse, child abuse and neglect. The Oasis Bilingual Client Care Coordinator must have knowledge in setting up client files; completing data collection; and communicating directly with potential and current clients to schedule appointments. The Oasis Bilingual Client Care Coordinator must be fluent in English and Spanish.

DUTIES

Administrative Duties

- Provide reasonable administrative assistance to Oasis staff and maintain systems to assure workflow
- Answer telephones; greet clients, participants and visitors as necessary while maintaining the client's dignity and confidentiality, and displaying a professional image of the organization.
- Monitor and maintain the program calendar
- Participate in program meetings including maintenance and distribution of meeting notes
- Purchase and maintain program supplies, within confines of program budget
- Participate in program and agency planning and implementation as appropriate
- Manage initial contact information
- Maintain the Oasis client files from point of intake
- Communicate with potential and new clients regarding scheduled intake
- Write to group appropriate clients concerning cycle start dates and fee agreements 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.
- Prepare assessment forms, and score assessments as needed
- Maintain database with client information
- Maintain resources for the program
- Take and transcribe minutes at the weekly Oasis project meetings and maintain agenda system for these meetings
- Prepare and/or proofread correspondence upon request
- Assist therapists with transportation issues for clients
- Coordinate with Finance Manager to insure billing information is complete
- Prepare other reports as needed

Mental Health Referral Coordination

- Serve as the point person for all mental health referrals from Safe Harbor (SH); including meeting with SH to determine needs and timeline for assessments, following up with SH and completing paperwork required by them
- Coordinate therapists' schedules for mental health referrals, contact family to set up appointments, and set up transportation as needed
- Maintain documentation throughout the referral process
- Update report data, statistics, forms, etc.

Provide infrequent back-up support to reception and childcare staff for Oasis clients.
Other duties as assigned.

HOURS REQUIRED

40 hours per week. Monday through Friday. Required team meeting Tuesdays, 10 am-noon; one evening per week until 7 pm (Tuesday or Thursday). Remaining hours flexible.

SALARY AND BENEFITS

\$33,280 - \$35,360 annually, based on qualifications. Long-term disability and life insurance policy premiums paid in full by agency. Health insurance is available for employees working 30 or more hours per week, with single coverage paid 90% by the agency. SIMPLE IRA payroll contribution available with agency match of 1-3%. A full Benefits Summary is included in the application packet.

TO APPLY

Download application packet from website at <http://canopycenter.org/how-to-help/careers.html>, or contact the Human Resources Manager at martia@canopycenter.org to receive an application packet. Must return cover letter; resume; a list of three professional references; answers to application questions; completed employee verification, authorization, and release statement and background check authorization; and completed federal reporting form. The position will be posted until filled.

The Canopy Center is committed to continuously improving its environment to be one that is equitable and diverse. The Canopy Center celebrates the expression of individuality, intersectionality, and all identities among all staff and clients.



CANOPY CENTER, INC.
Application Questions
Oasis Bilingual Client Care Coordinator

Instructions:

Please include the following information when you submit your cover letter and résumé for this position at the 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 Oasis Bilingual Client Care Coordinator 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, excellent follow through, excellent communication and organization skills; additionally they must possess sensitivity to issues that affect the Canopy Center clientele, including but not limited to parenting issues, sexual abuse, child abuse and neglect. The Oasis Bilingual Client Care Coordinator must have knowledge in setting up client files; completing data collection; and communicating directly with potential and current clients to schedule appointments. The Oasis Bilingual Client Care Coordinator must be fluent in English and Spanish.

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. Monday through Friday. Required team meeting Tuesdays, 10 am-noon; one evening per week until 7 pm (Tuesday or Thursday). 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?

____ Agency website

____ Job Announcement posting – if so, where? _____

____ Word of mouth

____ Other _____



CANOPY CENTER, INC.

Employee Verification, Authorization & Release Statement

I certify that the information provided by me in my application for employment 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 my immediate dismissal, and I agree that Canopy Center, Inc. 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

Date

Printed Name

Background Check Disclosure and Authorization Form

In the interest of maintaining the safety and security of those we serve, Canopy Center, Inc. will order a "consumer report" (a background report) on you in connection with your application to be employed by or volunteer with Canopy Center.

The background check will be conducted by an outside company, which will prepare a background check report for Canopy Center. Information on the company, including contact information, can be obtained from Canopy Center.

The background report may contain information concerning your character, general reputation, personal characteristics, mode of living, and credit standing. The types of information that may be ordered include but are not limited to: Social Security number verification; criminal, public, educational and, as appropriate, driving records checks; verification of prior employment; reference, licensing and certification checks; and credit reports. The information may be obtained from private and public record sources, including personal interviews with your associates, friends, and neighbors. (An "investigative consumer report" is a background report that includes information from such personal interviews). The nature and scope of the most common form of investigative consumer report is an investigation into your education and/or employment history conducted by First Advantage.

You may request more information about the nature and scope of an investigative consumer report, if any, by contacting Canopy Center. A summary of your rights under the Fair Credit Reporting Act is also being provided to you with this form.

Authorization for Background Checks

After carefully reading this Background Check Disclosure and Authorization form, I authorize Canopy Center to order my background report, including investigative consumer reports.

For purposes of the background report, I authorize the following agencies and entities to disclose all information about or concerning me, including but not limited to: my past or present employers; learning institutions, including colleges and universities; law enforcement and all other federal, state and local agencies; federal state and local courts; the military; credit bureaus; motor vehicle records agencies; all other private and public sector repositories of information; and any other person, organization, or agency with any information about or concerning me. The information that can be disclosed to First Advantage includes, but is not limited to, information concerning my employment history, earnings history, education, credit history, motor vehicle history, criminal history, military service, and professional credentials and licenses.

I agree that Canopy Center may rely on this authorization to order background reports, including investigative consumer reports, from companies other than First Advantage without asking me for my authorization again as allowed by law. I also agree that a copy of this form is equally as valid as the signed original. I certify that all of my personal information on this form is *true and correct*, and I understand that dishonesty could disqualify me from consideration for employment or volunteer opportunities with Canopy Center.

Last Name _____ First _____ Middle _____

Maiden/Other Names _____

Social Security Number _____ DOB _____

Driver's License Number _____ State _____

Addresses Within the Past Seven Years (use a separate sheet as needed):

Present Street Address _____

City/State/ZIP _____

Prior Street Address _____

City/State/ZIP _____

From ___/___/___ To ___/___/___ (Month/Day/Year)

| | |
|---|--|
| <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> Signature | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> Date |
|---|--|



CANOPY CENTER, INC..

Federal Government Reporting Form

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 ___ Other ___

Current Date _____ Date of Birth _____

Position applied for _____

Disability, if any Yes ___ No ___

Ethnic/Racial Background Alaskan Indian _____

African American/Black _____

American Indian _____

Asian _____

Hispanic/Latino _____

White/Caucasian _____

Armed Forces Veteran Yes ___ No ___



CANOPY CENTER, INC.

Benefits Summary

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 \$2700 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)*

Employee Assistance Program (EAP) Available to all employees and interns and their family members. The EAP funds up to five short-term counseling sessions through an independent agency, and can assist with many personal, family, and/or job-related stressors and challenges. It is 100% funded by the agency and strictly confidential. *(Amended 2/27/2019)*

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.

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.

Staff Health and Wellness Fund Available to all employees and interns. The Staff Health and Wellness Fund provides for activities that enhance mental, physical, social, and emotional health for staff, thereby resulting in improved individual well-being, productivity, and morale, as well as connection and camaraderie among all staff. Funds are used for activities for all staff and for specific program staff. *(Amended 2/27/2019)*

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.