



Canopy Center

Dane County CASA • Oasis • Parent to Child

March 2021

Dear Applicant:

Thank you for your interest in the position of Oasis 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. *Please note that this position is currently a remote position due to the COVID-19 pandemic, with that subject to change when conditions improve.*

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 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 Client Care Coordinator (OCCC) is responsible for coordinating mental health referrals, providing brief crisis counseling for self-referral calls, assisting with referrals and transportation needs, maintaining and compiling program records/data for reports/grants, and maintaining program resources. The OCCC will also develop and manage insurance compliance duties of a mental health clinic.

QUALIFICATIONS

The Oasis Client Care Coordinator position requires training in social work or related field; working with client or referral calls that may include crisis management; proficiency with database programs; orientation to detail work; excellent follow through, communication and organizational skills; and 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 OCCC must have knowledge and experience in a licensed mental health clinic setting and overarching regulation compliance: completing data collection; and communicating directly with potential and current clients as needed. Preference will be given to individuals fluent in English and Spanish.

Bachelor's degree in social work or related fields required. At least five years of experience in a mental health clinic with crisis counseling as a component of the experience will be considered in lieu of a degree.

Physical requirements: Ability to lift up to 25 pounds.

DUTIES

Client Care/Referral Coordination

- Manage new mental health self-referrals for the program, from initial call until placed with a therapist or referred elsewhere
- 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
- Maintain updated list of referral options and maintain community partner relationships
- Provide phone crisis management/counseling with individuals calling for services or who have been referred

- Coordinate therapists' schedules for mental health referrals/intakes, contact family to set up appointments, and set up transportation as needed
- Maintain documentation throughout the referral process
- Utilize database to manage client referrals

Mental Health Clinic Duties

- Maintain policies and procedures required for licensure, including the documentation that must be completed
- Compile reports to assist outside insurance filing vendor monthly
- Manage insurance payments within database
- Assist therapists with applying to insurance panels

Program Administration Duties

- Maintain systems to assure workflow
- Participate in program and agency planning and implementation as appropriate
- Compile and analyze demographics and statistical data for monthly, quarterly, and annual reports. Ensuring accuracy of data.
- Prepare assessment forms, and score assessments as needed
- Maintain resources for the program
- Maintain minutes at the weekly Oasis project meetings and maintain agenda system
- Assist therapists with transportation issues for clients

Reception/Child Care Back-up

- Provide infrequent back-up support to reception and childcare staff for Oasis clients

Other duties as assigned.

HOURS REQUIRED

30 hours during the traditional work week (M-F). Required team meeting once a week and staff meeting once a month. One evening per week until 7 pm (typically T, W, or Th). Remaining hours flexible while meeting the needs of the program.

SALARY AND BENEFITS

\$32,760 - \$35,880 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.

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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 \$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)*

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 Eve, Christmas Day, and New Year's Eve Day (1/2 day). Each qualifying employee earns an equivalent of 84 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.



CANOPY CENTER, INC.
Application Questions
Oasis 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 listed in the job announcement, either on a separate form or within your cover letter and résumé.

2. Please answer the following questions:

- a. Are you proficient in Microsoft Office (specifically, Word and Excel), Google Applications (Gmail, Calendars, Drive) 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: 30 hours during the traditional work week (M-F). Required team meeting once a week and staff meeting once a month. One evening per week until 7 pm (typically T, W, or Th). Remaining hours flexible while meeting the needs of the program.

_____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



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 ___