



Milkweed Connections Team Administrator

Application deadline: May 28, 2021

Role Title: Team Administrator

Hours and Pay: Approximately 16-20 hours per week, \$32 per hour plus fringe stipend. All team members at Milkweed Connections are self-employed partners who co-own our business. Flexible hours. Some work can be done remotely but much needs to be done at our office in Menomonie.

Role Description: As a member of the Milkweed Connections Administrative Team, perform the necessary administrative and behind-the-scenes functions that support the team to provide contracted services and programs.

The Team Administrator's main functions are processing referrals and contributing to human resource functions.

Role Duties:

Referral Processing

- Receive incoming referral paperwork from contracting agencies
- Review referral paperwork for accuracy and completion
- Maintain current and former recipient hard copy files
- Maintain the program participants spreadsheet with correct info; move the info for those who are discharged
- Request updated file materials from service facilitators as needed
- Review service authorizations for completeness, accuracy, and status
- Assist contracting agencies as requested with matching service participants with our providers
- Maintain list of provider availability, restrictions, and strengths
- Facilitate beginning of services between providers, service facilitators, and participants

Human Resources

- Monitor and report to full team on potential need for additional team members

- Serve as the point of contact for potential new team members and refer to Coordinating Team
- Coordinate new team member interviews
- Complete background checks on new team members
- Process new team member paperwork including resumes, letters of recommendation, BIDs, vehicle insurance, diplomas and certifications, bio and pics
- Create email address for new team members
- Submit new team member paperwork to contracting agencies
- Dedicated go-to person for initial team member concerns, needs, hopes, and dreams
- Support for team member leaves of absence
- Maintain up-to-date personnel files
- Implement items on departing team member checklist including removing from website and promotional material, receiving items to be returned, conducting exit interviews, etc.

Miscellaneous

- Provide assistance with service note review for quality assurance
- Monitor our public email address and forward appropriately
- Regular posting to social media on our Facebook account
- Team Lead for clinical supervision group, monthly

General (all)

- Office maintenance: take out garbage and recycling, vacuum, clean surfaces, water plants, perform repairs
- Attend and participate in monthly team meetings
- Attend and participate in weekly admin check-ins
- Cross training with other admins

Leadership (all)

- Monitor and respond to individual and group desires and needs, report to Coordinating team as necessary
- Prioritize the needs and desires of the team over individual interests
- Provide support to individual team members as appropriate
- As best as possible, maintain neutrality and objectivity in the event of disagreements or conflict
- Ensure that organizational dynamics and services provided are aligned with Milkweed Connection's mission, vision, and values
- Maintain a high standard of professionalism and integrity when interacting with team members, customers, and partners

Skills and Attributes:

- ★ Has lived experience with mental health challenges, substance use challenges, and/or a history of trauma, incarceration, institutionalization or other difficult life circumstances
- ★ Individuals from historically underrepresented and marginalized communities are encouraged to apply
- ★ Strong organizational skills and attention to detail
- ★ Excellent interpersonal and written communication skills
- ★ Excellent ability to read situations and use good judgement to respond accordingly
- ★ Ability to work as a team and contribute to a positive and healthy work environment
- ★ Ability to take a hopeful and encouraging approach to problem solving
- ★ Ability to maintain a respectful and non-judgmental attitude towards individuals, customers, and partners with differing perspectives
- ★ Time management skills and ability to cope with fluctuations in volume of work
- ★ Willingness to set other people's needs ahead of their own and to establish boundaries when necessary
- ★ Reliability and a willingness to ask for help when needed
- ★ Experience working with people from diverse backgrounds, or training in cultural awareness
- ★ Fluency with Microsoft Office (Word, Excel) and Gmail
- ★ Fluency with QuickBooks Online and online Portal/SharePoint systems or ability to learn

How to apply

Please email us at info@milkweedconnections.com and include a résumé and cover letter describing why this work is of interest to you.

Organizational Structure of Milkweed Connections

Everyone who works for Milkweed Connections is a co-owner of the business and is self-employed. These facts mean that each team member has responsibilities that go above and beyond conventional employment. All team members are expected to contribute to the functioning and well-being of our business as well as manage the details of their self-employment (such as filing estimated tax payments throughout the year). We have designated team members who manage administrative tasks such as managing referrals, invoicing, payroll, financial management, overseeing documentation, etc. However, the larger vision and strategic planning for Milkweed is held by all team members on an equal basis.

We operate with shared decision-making. We have a Coordinating Team and an Administrative Team for managing day-to-day logistics and decision-making, but ultimately we are committed to a non-hierarchical business model. There are no "bosses" at Milkweed; we offer each other support and assistance in a spirit of mutuality. For many people, this requires a paradigm shift in how to approach one's workplace and co-workers, since most workplaces are not organized in this way. Prospective team members must have a willingness to learn about our process and to shoulder both the empowerment and responsibility of working within shared decision-making.

More details about Milkweed Connections are available at our website, including our mission, vision, and values, <https://www.milkweedconnections.com/>