

**Position Title: Program/Admissions Coordinator**

# **Adult & Teen Challenge Northeastern Wisconsin**

**Position Title: Program/Admissions Coordinator**

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**Purpose:** This position coordinates and executes the daily program operations under the supervision and direction of the Program Director and senior leadership. This position manages, assesses, and processes all eligible applicants for program admission.

**Classification:** Regular, Full Time, Hourly

**Reports to:** Program Director

***Essential duties and responsibilities:***

## **Front Office Administration**

- Answers phones, emails, and voicemails
- Maintains adequate supplies of policy manuals, client handbooks, client forms, and other materials
- Prepares and distributes forms and other documents
- Maintain Client's Release of Information (ROI)

## **Admissions**

- Provide program information to the public in a courteous and professional manner.
- Send out client applications as soon as possible when requested.
- Enter required information in the application database each time an application is sent out, received, or additional information is obtained.
- Follow up on all applications sent within three business days.
- Process applications as quickly and efficiently as possible.
- Review all client applications and ensure that enough information is obtained to determine if the applicant is a fit for our program.
- Submit completed applications to the Executive Director for admission approval.
- Schedule a time and date for admission on all approved applications.
- File rejected applications and enter appropriate information in the application database.
- Monitor the admission process to ensure compliance with established procedures.
- Review admission forms for proper completion. Enter required information into the client database for each client admitted.
- Properly prepare the client record folder including the application, admission forms, and other necessary documents.
- Ensure all clients properly apply for and receive the appropriate number of benefits from Social Service Departments.

## **Client Appointments**

- Schedule all Clients' outside appointments (i.e., dental, medical, court etc.)
- Coordinate Release of Information forms

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- Process prescription receipts

### **Program Operations**

- Coordinate the daily program and activity schedule of clients to ensure adequate time is allocated for recreation, physical exercise, studying, church attendance, biblical studies, spiritual development, and community service.
- Enter client passes into the client database after Program Director approves
- Process approved client correspondence
- Distribute client progress evaluations
- Document client behavioral issues in the client database
- Assist Program Director with scheduling and assigning new Mentors
- Assist Program Director with coordinating client activity schedule and work detail
- Coordinate with the Program Director to ensure adequate support systems are in place prior to graduation which include church, housing, employment, education, driving privileges, etc.
- Supervise clients as a Recovery Coach when necessary
- Assist Client Business calls and issues approved by Program Director
- Maintain client records under supervision of Executive Director

### **Other Duties**

- Note recording for house meetings
- Ensure the client database is kept current including all information required for the National Adult & Teen Challenge reports.
- Perform public speaking engagements promoting Adult & Teen Challenge when requested by supervisor.
- Monitor client housing to ensure the facility meets health and safety regulations.
- Review (quarterly) program facility logs, medication logs, phone use and visitor logs, and other records to ensure compliance with established policies and procedures.
- Maintain a list of social service organizations, treatment centers, and other agencies to be used as referral information for individuals and families who are not a proper fit for ATCNEW.
- Administrative support to the Program Director.
- Other duties as assigned by Program Director or Senior Management

### **Personnel Supervised**

- Program Volunteers & Client Workers

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### **Minimum Qualifications**

- Associate degree or equivalent experience
- Excellent written and verbal communication skills
- Very well organized
- Proficiency in Microsoft Office applications.
- Ability to manage multiple tasks with competing deadlines
- Ability to maintain professional standards of conduct and appearance with co-workers and the public
- Possession of a valid driver's license and a clean driving record that this organization's vehicle insurance carrier will accept
- Documented minimum two years freedom from chemical use problems (including drugs and alcohol).
- Ability to complete the criminal background check process.



**Adult & Teen Challenge**  
Northeastern Wisconsin

## APPLICATION FOR EMPLOYMENT

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
(last) (first)

Address: \_\_\_\_\_  
(street address) (city) (state) (zip)

Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

Position Applying For: \_\_\_\_\_ Date you can start: \_\_\_\_\_  
Referred By: \_\_\_\_\_ Are you 18 years of age? Yes/No

Do you have a valid driver's license? Yes/No

Please list all driving violations and approximate dates within the past 7 years:

Do you have a legal right to work in the U.S.? Yes/No

Have you applied here before? When? \_\_\_\_\_

Have you worked for any Adult & Teen Challenges before?

If so, when & where? \_\_\_\_\_

Have you sought treatment for, or been arrested for any offense involving alcohol or illegal drug use in the past two years? Yes/No

If yes, please explain: \_\_\_\_\_

*ATCNEW strictly prohibits all tobacco use during working hours, and at any time within sight of ATCNEW property.*

Are you able to refrain from tobacco use during working hours? Yes/No

Have you been convicted of a criminal offense (not including traffic violation)? Yes/No

If yes, please list all convictions and an explanation. Answering yes will not necessarily exclude you from consideration.

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#### EDUCATION AND FORMAL TRAINING

Do you have a high school diploma? Yes/No

If no, do you have a GED certificate? Yes/No

Special License and Certificates

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#### EMPLOYMENT HISTORY

Please list below your last work experience, paid or unpaid. Describe your job separately, emphasizing your specific tasks and supervisor, technical or other responsibilities performed. Give special attention to work experience relating to the position for which you are applying. Explain significant breaks in work experience.

Name of Employer: \_\_\_\_\_

Address: \_\_\_\_\_

Name of Supervisor: \_\_\_\_\_ Telephone: \_\_\_\_\_

Position Held: \_\_\_\_\_ Dates of Employment: \_\_\_\_\_

Starting Salary: \_\_\_\_\_ Ending Salary: \_\_\_\_\_ Full-time/ Part-time

Duties (be specific): \_\_\_\_\_

Reason for leaving: \_\_\_\_\_

May we contact this employer at this time? Yes/No If no, explain: \_\_\_\_\_

Briefly explain why you desire employment with ATCNEW. Use additional paper if necessary:

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### APPLICANT'S STATEMENT

By my signature below, I certify that all answers and statements on this application are true and complete to the best of my knowledge. I understand that should an investigation disclose untruthful or misleading information, my application may be rejected, my name removed from consideration or my employment with Adult & Teen Challenge Northeastern Wisconsin terminated.

I understand that ATCNEW is a faith-based organization founded on Christian principles and if my application for employment is accepted, I will be working in an environment that is Christian in nature. Although my religious beliefs and practices may differ from those of ATCNEW, I agree that I will respect the religious views of ATCNEW and its leadership and will abide by the bylaws, policies, and procedures of ATCNEW. Moreover, I will refrain from promoting any beliefs or publicly demonstrating any behavior that contradicts the teaching, philosophy, or beliefs of the ATCNEW program during working hours, or while on ATNEW property.

I agree that I will settle any and all previous unasserted claims, disputes or controversies arising out of or relating to my application or candidacy for employment, employment and/or cessation of employment with ATCNEW, exclusively by binding arbitration in accordance with the Rules for the Resolution of Employment Disputes issues by the American Arbitration Association (AAA) in effect on the date that a request for arbitration is made by either ATCNEW or me. By way of example only, such claims include claims under federal, state, and local statutory or common law, such as Age Discrimination in Employment Act, Title VII of the Civil Rights Act of 1964, as amended, including the amendments of the Civil Rights Act of 1991, the Americans with Disabilities Act, the law of contract and the law of tort. All administrative costs of arbitration shall be borne equally by the parties.

I understand that this employment application and any other company documents are not contracts of employment. I understand that my employment with ATCNEW is "at will", and that with Adult & Teen Challenge Northeastern Wisconsin or myself may end my employment at any time.

**Print Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Authorization to Release Information

I understand that in processing my application with Adult & Teen Challenge Northeastern Wisconsin, an investigation may be made in which information is obtained through personal interviews, written requests, and a review of information held by employers, acquaintances, and law enforcement or other government agencies. I authorize you to verify my past employment and related data provided on this application or through the interview process. I further understand and waive my right of privacy in this investigation and release and hold harmless Adult & Teen Challenge Northeastern Wisconsin and its agents from any liability.

I understand that several consumer reports may be requested and may include information as to my character, work habits, credit, academic credential verification, job performance, experience, and reasons for termination. Further, I understand that you may be requesting information concerning my workers' compensation claims (post job offer), motor vehicle operations history and criminal history from various private and public sources along with other public records that are available.

**I HEREBY AUTHORIZE AND RELEASE FROM ALL LIABILITY, WITHOUT RESERVATION, Adult & Teen Challenge Northeastern Wisconsin, PREMIER EMPLOYMENT SCREENING SERVICES, OR OTHER AGENTS OF Adult & Teen Challenge Northeastern Wisconsin, AND ANY LAW ENFORCEMENT AGENCY, ADMINISTRATOR, STATE/FEDERAL AGENCY, INSTITUTION, INFORMATION SERVICE BUREAU, EMPLOYER, EMPLOYEE, INSURANCE COMPANY OR PERSONS GATHERING OR FURNISHING THE ABOVE INFORMATION.**

According to the Fair Credit Reporting Act, I am entitled to know if employment will be and is ultimately denied because of information obtained by my prospective employer from a consumer reporting agency. If so, I will be so advised by this employer and be given the name of the agency or source of information.

Print Name \_\_\_\_\_  
Last First Middle

Maiden/Previous Name(s) \_\_\_\_\_

Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_ Social Security Number \_\_\_\_\_  
(For identification purposes only)

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ County \_\_\_\_\_

If the above address does not encompass 5 years, list the cities and states you have lived in for the past 5 years.

Driver's License Number \_\_\_\_\_ State Issued \_\_\_\_\_

*I understand that a facsimile (fax) or photographic copy of this release will be as valid as the original.*

Applicant's Signature \_\_\_\_\_ Today's Date \_\_\_\_\_

Please check below if you want to receive a copy of any consumer reports that are utilized by Adult & Teen Challenge Northeastern Wisconsin.

\_\_\_\_\_ Yes, I wish to receive a copy of my consumer report.

# ATCNEW SURVEY

Thank you for your interest in Adult & Teen Challenge Northeastern Wisconsin.

In order for us to get to know you better, please answer the following questions.

Thank you!

How did you hear about our job opportunity? \_\_\_\_\_

How familiar are you with Adult & Teen Challenge? \_\_\_\_\_

Are you attending a local church? Yes/No

Have you read our statement of faith, located on the careers page? Yes/No

Please share your current base salary expectations \_\_\_\_\_

What skills, knowledge and experience from prior positions and education have prepared you for this role?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## MISSION STATEMENT

ATCNEW mission is to help individuals attain freedom from chemical addictions and other life controlling problems by addressing their spiritual, physical, and emotional needs.

## STATEMENT OF FAITH

1. We believe the Bible is the inspired, infallible, and authoritative written Word of God.
2. We believe there is one God, eternally existent in three persons: God the Father, God the Son, and God the Holy Spirit.
3. We believe in the deity of our Lord Jesus Christ, His virgin birth, His sinless life, His miraculous ministry, His vicarious and atoning death, in His bodily resurrection, in His ascension to the right hand of the Father, in His personal return to earth, at which time he will judge the quick and the dead.
4. We believe the only means of being cleansed from sin is through repentance and faith in the precious blood of Jesus Christ, and that regeneration by the Holy Spirit is essential for personal salvation.
5. We believe in the ordinances of the church: Holy Communion and Water Baptism by immersion
6. We believe the Baptism in the Holy Spirit, according to Acts 2:4, is given to believers who ask for it.
7. We believe the redemptive work of Christ on the cross provides divine healing of the human body in answer to believing in prayer.
8. We believe in the sanctifying power of the Holy Spirit by whose indwelling the Christian can live a holy life.
9. We believe in the Blessed Hope, the imminent return of Jesus Christ followed by his reign on the earth for 1,000 years.
10. We believe in the resurrection of the saved and the lost, the one to everlasting life and the other to eternal damnation.

It is recognized that individuals may differ on some of the “non-essential” beliefs or practices held by the organization. By recognizing this statement of faith, you agree those differences mustn't be promoted with ATCNEW clients, as this will tend to cause confusion and take the focus off their recovery.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_