

Position Title: Program/Admissions Coordinator

Adult & Teen Challenge Northeastern Wisconsin

Position Title: Program/Admissions Coordinator

Rev. 1-30-2026

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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- Oversee medication management

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
- Assist clients with establishing primary care insurance and food share.
- Distribute client progress evaluations
- Document client behavioral issues in the client database
- Assist Program Director with scheduling and assigning new Mentors & Volunteers
- 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.
- Plan meal menu and place grocery orders
- 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.

Employee Name: _____

Signature: _____

Date: _____

Supervisor or HR Name: _____

Signature: _____

Date: _____