

**Florence Crittenton Services  
Position Description**

**Job Title:** Records Technician

**Who we are**

Founded in 1903, Florence Crittenton Services of North Carolina is a non-profit organization that provides maternal, family care and life skills services for girls and women who have experienced trauma. We're nationally accredited and guided by a trauma-informed model of care to make our clients feel safe, supported and empowered. We exist to help every girl and woman who walks through our doors realize a better tomorrow. Our five core values that drive our service delivery are: Compassion, Respect, Inclusion, Accountability and Hope.

**Working here**

FCS employees, along with our community partners and volunteers play an integral part in our success. Our employees are here because we care about our clients more than they may even care about themselves. As an FCS employee, you will help to create positive outcomes, guiding clients toward a better path and helping them stay on it, even when the journey gets difficult.

We deliver our services with a trauma-informed approach using the ARC framework. As a member of our team you will receive ARC training to develop an understanding of the impact that trauma and adversity have on our clients. We work as a team using a shared language and structure for providing our services to address these trauma-related impacts to help our clients thrive and realize a better tomorrow.

Here are some of the many ways our employees help girls and women realize a better tomorrow:

- Building a foundation of self-esteem
- Creating stable, sustainable family units
- Ensuring healthy delivery and baby
- Overcoming trauma to achieve self-sufficiency
- Keeping mothers and children together
- Facilitating positive future outcomes

Working at FCS provides you with the opportunity to make a difference in the lives of girls, women and children in a unique working environment. Benefits include complimentary meals during your shift, on-site fitness room, and many opportunities to attend valuable training to enhance your personal and professional development.

**Department:** Support Services

**General Description of Duties:**

The Records Technician is responsible for creating and maintaining all client records and our client database system.

**Line of Authority:**

The Records Technician reports directly to the Program Administrator.

**Job Classification:**

Full-time, nonexempt

**Specific Duties and Responsibilities:**

- Create and compile client charts, ensuring that each chart contains all of the necessary components including assessments, treatment plan, services provided, social work notes and daily notes.

- Manage KaleidaCare client database and maintain the integrity of clients' electronic record.
- Perform daily review of case notes in KaleidaCare system; communicate missing items to staff on a daily basis.
- Work in cooperation with residential and social work teams to ensure client records are complete and accurate; notify staff of incomplete records.
- Maintain daily program census.
- Participate in development of agency policies and procedures to ensure that client records are complete, accurately documented and stored according to appropriate privacy standards.
- Perform regular audits of open and closed client charts for completeness and compliance with documentation policies; analyze findings and develop ways to improve performance.
- Lead the Documentation Cross Organizational Team (DOC COT).
- Develops and conducts trainings for agency staff to explain and discuss documentation policies and practices, confidentiality and release of information.
- Interview clients after admission and enter information into HMIS (Homeless Management Information System).
- Prepare reports for Performance and Quality Improvement Committee based on DOC COT findings.
- Handle requests for information from a wide range of external inquiries (Division of Social Services, state and federal agencies, court proceedings, etc...)
- Serve as the point of contact for historical adoption inquiries.
- Gather statistics for grant requests.
- Ensure compliance with applicable records retention standards.
- Maintain client confidentiality and perform work in a confidential manner.
- Other duties as assigned.

**Qualifications:**

- High school diploma or GED
- Must have a high level of computer literacy
- Must have the ability to enter data correctly
- Strong critical thinking/problem-solving skills and meticulous attention to detail
- High professional ethics and standards
- Strong team player and team building skills; ability to collaborate with staff at all levels
- Strong presentation skills
- Ability to effectively and positively influence and persuade
- Must have the ability to work under pressure with deadlines
- Must pass background check and drug screening
- Ability to communicate effectively in a friendly, positive manner with visitors, staff and clients
- Ability to be understanding and sensitive to the unique needs and circumstances of the client population served
- Commitment to Florence Crittenton Services' mission, goals and values

**FCS offers our full time employees a competitive benefits package including:**

- Medical & Dental Insurance
- Company-paid Life & Accidental Death Insurance
- Company-paid Long Term Disability Insurance
- Flexible Spending & Dependent Care Account option
- Paid Time Off
- 401(k)
- Employee Assistance Program
- Additional Voluntary Benefits

**How to apply:**

**Email a cover letter and resume to [alee@fcsnc.org](mailto:alee@fcsnc.org). Include a comment as to why Florence Crittenton Services is of interest to you.**

Florence Crittenton Services is an Equal Opportunity Employer. We consider all applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, age, national origin, genetic information, disability, veteran status or any other status protected by all applicable federal and state laws.