



Job Description

Program Operations Coordinator

Aspen House

The Program Operations Coordinator plays a critical role in supporting the daily operations, client intake, and administrative systems of Aspen House. This position oversees office management systems, coordinates client admissions and discharges, supports program scheduling, and collaborates closely with the operations and clinical teams to ensure high-quality, trauma-informed, and recovery-oriented care. The Program Operations Coordinator serves as a key point of contact for clients, families, staff, and external partners while helping to maintain compliance with regulatory, accreditation, and organizational standards. This position is full time located in Pena Blanca.

Reports directly to: Aspen House Program Manager

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Office and Operations

- Oversees and maintains office management systems for Aspen House Operations, ensuring efficiency, organization, and compliance.
- Co-supports the operations team by gathering, organizing, and preparing information for contract reports, audits, and site visits.
- Performs regular audits of client files, medication logs, chemical compliance sheets, and related documentation to ensure accuracy and regulatory compliance.
- Develops and maintains operational systems to improve workflow efficiency and enhance client care.
- Supports quality improvement initiatives and proactively addresses operational challenges and client grievances.
- Communicates technical and operational feedback to staff, identifying areas of strength and opportunities for improvement.
- Collaborates with the Aspen House Program Manager and leadership team to support the strategic direction, goals, and overall vision of the Aspen House Program.
- Supports integrity in daily operations through clear communication and coordinated care across roles.
- Attends all required staff meetings, trainings, and organizational events.
- Participates in on-call duties as assigned.
- Performs other duties as assigned.

Intake, Discharge and Electronic Medical Records (EMR)

- Oversees and provides on-site intake of new clients, including signing of required documents as well as orientation to program expectations, policies, and culture.
- Enters client information into EMR software and ensures all required intake documentation is completed prior to the start of services.
- Oversees on-site discharge processes, ensuring clients receive required paperwork, referrals, and access to aftercare services as desired.
- Writes timely and accurate client discharge summaries in EMR software.
- Ensures client satisfaction surveys are distributed, completed, and tracked.

Program Scheduling and Administrative Coordination

- Supports and maintains the program schedule, including coordination of intakes, discharges, appointments, groups, staff coverage, and site visits.
- Assists with scheduling related to training, audits, drills, and CARF-required activities.
- Answers calls to the Aspen House main phone line and monitors voicemail messages multiple times throughout the workday, ensuring timely follow-up and accurate communication.

Coordination of Care

- Supports coordination of care by collaborating with staff, families, and external providers.
- Serves as back-up support for contacting families regarding visitation and program communication, as assigned.
- Works with Southwest Labs to coordinate urinalysis testing and documentation.
- Communicates client needs, safety concerns, or risk management issues immediately to the Aspen House Program Manager.

Client Support and Recovery Culture

- Supports clients on their path to recovery by modeling respectful, professional, and recovery-oriented behaviors.
- Helps set the tone for a safe, structured, and supportive environment conducive to healing and growth.
- Assists clients with conflict resolution, utilizing creative, trauma-informed approaches to support accountability and resolution.
- Actively supports and promotes a culture of recovery throughout all interactions.
- Attends client meetings as assigned.

Staff Support, Training and Compliance

- Supports staff hiring and onboarding processes, including training coordination as assigned.
- Role models and trains staff on policies, procedures, and risk management protocols.
- Supports staff compliance with HIPAA and 42 CFR Part 2 confidentiality regulations.
- Enforces and upholds organizational policies, client rights, rules, and applicable laws and regulations.

Accreditation, Compliance and Quality Assurance

- Ensures compliance with CARF accreditation standards, maintaining CARF documentation, training schedules, and drill records.

- Reports all client grievances to the Aspen House Program Manager in a timely manner.
- Attends interdisciplinary team meetings to share information regarding admissions, discharges, caseload data, and operational needs.
- Collaborates with the interdisciplinary team to maintain a therapeutic, trauma-informed environment for clients and staff.

Minimum:

- Associate's degree or higher, or equivalent experience
- 2 years minimum working in a residential recovery setting
- Experience in case management or equivalent
- Experience directly related to the role outlined in duties and responsibilities
- Previous experience with psychological aspects of care
- Excellent knowledge of case management principles
- Knowledge of the following:
 - HCV/HIV/pathogens and infectious disease
 - Addiction (Substance use and misuse)
 - CPR/First Aid
 - Pregnancy and SUD
- Possesses the mental resolve to deal with complex, highly emotional and/or stressful situations
- Excellent interpersonal skills with the ability to effectively listen and offer solutions without passing judgment
- Ability to be client and mission-centered
- Ability to communicate in English, both verbally and in writing
- Ability to work with others in a team and collaboration efforts
- Proficient in Microsoft Office including Word, Outlook, Access and Excel
- Working knowledge of standard office equipment (personal computer/laptop, phone with voicemail, fax, copier, etc.)
- Ability to read and comprehend complex documents; to respond effectively to the most sensitive inquiries or complaints; to prepare correspondence, presentations and articles as may be necessary; and to communicate effectively with staff and clients/participants
- Ability to establish and maintain effective relationships within the community.
- Clear driving record and valid driver's license
- Familiarity with the social, cultural and economic make-up of New Mexico or service area and ability and willingness to work with diverse populations
- Maintain highly confidential information in a professional manner for client information (in accordance with federal HIPAA and 42CFR part 2 regulations) as well as personnel information.

Preferred:

- Bilingual, English and Spanish
- CPSW / CCSS
- Office management in residential settings

Equal Employment Opportunity: The Mountain Center provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, ancestry, national origin, age, sex, marital status, spousal affiliation, sexual orientation, gender identity, genetic information, or physical or mental handicap or disability or

serious medical condition, military or veteran status, or any other protected class under the New Mexico State or Federal laws.

Americans with Disabilities Specifications: The position requires long periods of sitting and working at a computer; occasional standing and walking. Presentation and community outreach tasks may require the employee to sit or stand for long periods of time. Moderate local travel to/from TMC's five properties, typically by automobile; must be comfortable driving on unpaved/uneven roads and in inclement weather, during sunrise/sunset and in the dark. Employee must have the ability to clearly communicate in person, in writing, in large and small groups, and on the telephone in the decibel range of normal conversation levels. Employee must be able to hold a pen, type and grasp documents.

Work Environment: Office environment, walking, standing, climbing stairs, long periods on a computer.

Equipment Used: Personal computer and standard office equipment (phone with voicemail, fax, copier, scanner, calculator).

Job Responsibilities Notes: The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. The Mountain Center may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Creation Date: January 21, 2026	
Supervisor	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
Executive Director	
Signature:	Date:

The signed acknowledgment will be sent to Human Resources for inclusion in the personnel file.