JOB DESCRIPTION

Administration Captain

As the Administration Captain, it is your responsibility to ensure that all communication and operational materials are created on time and in a quality manner. To accomplish this multi-level task requires leadership, computer and clerical skills, a servant's heart, attention to detail, character, maturity, and the willingness to work with and invest in others.

In this role, you will track registrations, archive "paperwork," communicate logistics and requirements to participants, and work closely with the sponsor and support-call captain. You will be the one to make certain that these materials are prepared, sent out, and processed on time.

As soon as enrollment begins, the admin captain will:

- Receive and archive all participant registration forms.
- Confirm that individual registrations are complete (both form and payment submitted) with the sponsor.
- Send fully registered participants a welcome email.
- Keep the registration grid accurate and up to date.
- Archive all necessary participant paperwork including questionnaires, personal assessments, and physician releases.
- Communicate participant lapses in submitting paperwork to the team captain and enrolling team member and request that enrolling team members follow up with participants.
- Give all archived paperwork to the sponsor before the end of the training.

Because your job is completed once the training begins, you may be given other jobs to do during the training.

Before the first team meeting, the admin captain will:

- Review the admin resources on the team page (https://theflourishinglife.org/team-page/), specifically the online registration form, print registration form, brochure, physician's release, and welcome email to ensure all the training information is correct. If it is not, alert your sponsor.
- Access, review, and familiarize yourself with the registration grid—also accessed from your team page.
- Access and print a copy of the Breakthrough Training Registration Flow Chart—again, from your team page. This document will serve as your guide as you administer the registration process for the Breakthrough Training.
- Be prepared to discuss and answer questions about the registration process during the first team meeting.

During the enrollment and registration process, the admin captain will:

- Ensure that all team members have the link to the team page for your training. If your sponsor has not given you the link, you can derive it by using the information at: https://theflourishinglife.org/team-page/.
- Automatically receive registration forms by email along with the sponsor, team captain, and support-call captain.

➲ Review the registration form and archive a copy by printing the form or storing it electronically.

➲ Update the appropriate fields on the **registration grid** throughout the registration process. The registration grid—found under Resources on your team page—is a Google spreadsheet for you and the other core team members can use to track each participant's progress through the registration process. ***See the Registration Grid Descriptions and Actions in the next section for more information***.

➲ Confer with the sponsor to determine if the participant has paid their registration fee. ***If not, take no further action until full payment is received***.

➲ Once a participant is fully registered (form and payment received), email a copy of the **welcome email** (found on the team page) to the participant AND the support-call captain. Copying the support-call captain on that email alerts him or her to initiate the support-call process.

ⓘ The welcome email contains links to the questionnaire and personal assessment forms for the participant to complete.

ⓘ The welcome email also contains information on logistics as well as pre-training readings, ground rules, training overview, and venue information.
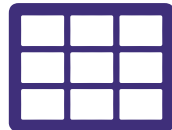
➲ As personal assessment forms, questionnaires, and physician release forms are emailed to you, archive a copy of each form and update the registration grid appropriately. ***See the Registration Grid Descriptions and Actions in the next section for more information***.
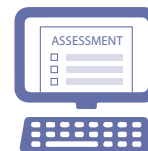
➲ As the training date approaches, if participants are missing any required forms, be sure to alert the team captain and the enrolling team member and request that the enrolling team member follow up with the participant and specifically request that the forms are completed and submitted.

➲ After the participant has submitted all needed forms AND their support call is complete, send the participant a brief email alerting them that they have now completed all the requirements to attend the training. Copy the team captain, sponsor, and enrolling team member on this email. The email can be as simple as:

> Dear (Participant's Name):
>
> Congratulations! You have completed and submitted all of the information and paperwork that is required to attend the Breakthrough Training. Well done!
>
> I look forward to meeting you soon.
>
> Sincerely,
>
> Your name

➲ Update the registration grid noting that the Final OK email has been sent.

Registration Grid Descriptions and Actions

1. Enter the participant's first and last name in the appropriate columns.

2. Under registration form, click on the arrow in the field to open a drop-down menu and select "YES."

3. Once the sponsor communicates that the registrant is paid, add the amount paid under "Paid" and select the payment form

from the drop-down menu in the "Payment Form" column.

4. Under Welcome Email Sent by Admin Capt. (Date) enter the date that you send the welcome email to the participant AND the support-call captain.

5. Under Personal Assessment, select "YES" from the drop-down menu once you have received and archived the participant's personal assessment form. These forms will be sent to you automatically by email once the participant completed the online form.

6. Under Questionnaire, select "YES" from the drop-down menu once you have received and archived the participant's questionnaire form. These forms will be sent to you automatically by email once the participant completed the online form. **Review the questionnaire to see if the participant requires a signed physician's release form**.

   - ℹ A participant is required to have a physician's release form signed by a doctor if they answer yes to one of the following questions on their questionnaire.

     - ✅ Have you ever been hospitalized for psychiatric care or for a mental disorder?

     - ✅ Are you currently taking or have you ever been prescribed any anti-psychotic medication such as Haldol, Thorazine, Navane, Stelazine, or Trilafon?

     - ✅ Are you currently taking or have you ever taken any antidepressant or anti-anxiety medication?

     - ✅ Do you have any medical condition(s) that may be aggravated or inhibit your participation in the Breakthrough Training?

   1. Under Physician's Release form column, update the field using the drop-down options based on your review of the participant's questionnaire. If a release is needed, you will need to update this field again once you receive the release from the doctor or participant.

   2. Once the Final OK email is sent, update that field under the Final OK Sent column.

During the training, the admin captain will:

- ➡ Make sure that all participant files and forms are in order and transfer them to the sponsor. Files may be printed or stored and transferred electronically.
- ➡ Take on other team jobs as directed by the team captain.