<table>
<thead>
<tr>
<th>Title</th>
<th>Program Support Specialist III</th>
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<tbody>
<tr>
<td>Categories</td>
<td>FTE</td>
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<tr>
<td>Classification</td>
<td>Program Support Specialist III</td>
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<tr>
<td>Closing Date</td>
<td>Until Filled</td>
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<tr>
<td>Percent of Time</td>
<td>100%</td>
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<tr>
<td>Personnel Code</td>
<td>12052</td>
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<tr>
<td>Program</td>
<td>Fordem (CSP)</td>
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**JOB SUMMARY**
Under the direct supervision of the Clinical Team Manager, assist the CSP team with the organization, administration and coordination of the operations of the program. Work closely with Clinical Team Manager to assure optimum operation of program and consistent excellence in service to clients.

**Essential Qualifications:**
- Proficient use of Word, Excel, FileMaker Pro, Omnis, Apple - Mail and System software.
- Computer experience, including designing databases and providing training to staff.
- Ability provide technical feedback to JMHC computer support team.
- Ability to deliver direct services to consumers, demonstrating respect and principles of normalization.
- Commitment to work toward improving cultural competence as demonstrated by: valuing difference/diversity, recognizing personal limitations in one’s competencies and expertise, and having the desire to improve in these areas.
- Ability to work independently and set priorities.
- Excellent verbal & written communication, editing and organizational skills.
- Valid Driver’s License and good driving record.

**Preferred Qualifications:**
- Experience in a mental health setting/system, working directly with consumers and community resources.
- Knowledge and experience using confidentiality principals.
- Ability to speak Spanish and experience working with Latino/Latina populations.
- Experience and expertise in applying clerical and program support duties in a culturally sensitive manner or setting, so as to have a positive influence in cross cultural service delivery.
- Ability to accurately transcribe dictation from taped systems.

**RESPONSIBILITIES:**
Clerical (High responsibility: 30% of time)

- Serve as receptionist - answer telephone, greet consumers and public, document delivery of medications and money to consumers, provide information and referral to consumers, families, and the community.
- Serve as computer specialist.
- Serve as team typist and data processor.
- Maintain filing system, both hard copy and electronic.
- Coordinate and order supply inventory.
- Coordinate building maintenance.

Administrative (Medium responsibility; 20% of time)

- Data collection, tabulation and reporting.
- Update and print program forms and brochures.
- Administrative orientation for new staff.
- Train staff on use of Macintosh computer system.

Programmatic (High responsibility; 50% of time)

- Attend and participate in team meetings.
- Attend and participate in in-service training, and conferences.
- Receive consumers who come in to pick up medication, money, etc., or check in with staff, or to wait for appointments with clinicians.
- Ability to function as an effective member of a multi-disciplinary team.
- Maintain and update team daily assignment/activity sheets.
- Compile/update lists.
- Conceive/construct new lists/monitoring forms.
- Meet regularly with Clinical Team Manager to discuss clerical issues.
- Track, collect, and submit all staff hours.
- Responsible for client money program
- Preparing money & checks for delivery each day.
- Design, monitor and carry out a service schedule for maintenance of program vehicles.
- Participate in the orientation and training of CSP visitors.
- Assist in CSP team treatment planning.
- Act as liaison with accounting and Dane County payee(s) re: consumer account issues.
- Tracking purchase orders and key inventory, and other financial duties as assigned.
- Assist consumers and Community Facilitators in completion of forms for City, County, State and Federal use, e.g. Homestead and tax forms.
- Develop and maintain psychiatrist/resident, consumer medication check schedule.
- Lend administrative assistance to Clinical Team Manager.
- Provide back up or assistance to other CSP PSS staff and/or Managers.
- In conjunction with Clinical Team Manager, ensure an office environment and program response so that families, consumers, and the community feel they are related to positively, productively, and diplomatically.
- With Clinical Team Manager, be responsible for conducting annual chart audit reviews.
- Other duties as assigned by Clinical Team Manager.
Applications are available:

- at www.journeymhc.org/careers
- or pickup at Journey Mental Health Center, 625 W Washington Ave., Madison, between 8 a.m. and 8 p.m. Monday-Thursday and 8 a.m. to 5 p.m. Friday
- or by phone at (608) 280-2677

Resumes are NOT accepted in place of completed application forms, but can be attached. Employment is contingent upon a receipt of favorable results of background history and driver’s record check.

Journey Mental Health Center is an Equal Opportunity/Affirmative Action Employer. It is the agency’s belief that staff diversity and cultural competence are the foundation for services, which are accessible, effective, and relevant to the diverse needs of Dane County children, youth, families, and adults. Women, disabled, and culturally diverse applicants are strongly encouraged to apply.