<table>
<thead>
<tr>
<th>Title</th>
<th>12079 Program Support</th>
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<tr>
<td>Categories</td>
<td>LTE</td>
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<tr>
<td>Classification</td>
<td>Program Support Specialist I</td>
</tr>
<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>12079</td>
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**JOB SUMMARY**

The Program Support Specialist I in the Outpatient Services program of the Journey Mental Health Center provides receptionist and clerical support services to the clinical staff of the program. This position may also involve direct engagement services with mental health and AODA consumers. The position is a 100% LTE position. Hours will be Monday - Friday with some evening hours as needed. The Program Support Specialist I works under the direct supervision of the Clinical Team Manager of Outpatient services.

**QUALIFICATIONS:**

**ESSENTIAL**

- At least 2 years experience working in reception or clerical support.
- Experience working with Macintosh computers, including word-processing and databases.
- Experience using multiline phones.
- Strong communication skills.
- Work habits that demonstrate accuracy, thoroughness and attention to detail.
- Ability to handle multiple tasks.
- Ability to work with minimal supervision.
- Strong commitment to cultural diversity.
- Strong commitment to, and comfort working with, individuals recovering from mental health/AODA issues.

**PREFERRED**

- Bilingual in English/Spanish.
- Knowledge of community mental health and AODA resources.
- Knowledge of client confidentiality rights and guidelines in a human services setting.
- College level course work and/or college degree in mental health/social work field.

**RESPONSIBILITIES:**

http://www.journeymhc.org/careers/12079--program-support
• Receptionist duties (answer phones, direct calls, schedule clinical appointments, welcome, assist, and monitor clients in the waiting room, complete reminder calls to clients) either at program desk or check in desk.
• Establish a working relationship with clinical and administrative program staff, including use of the Back Up Clinician during crises.
• Clerical duties (photocopying, word processing, updating clinical databases, maintenance of clinical records.)
• Organize and maintain the waiting room.
• Miscellaneous/other duties as assigned by the Clinical Team Manager.

Additional Information

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.