Job Posting

| TITLE | 12104 Program Support Specialist I |
| CATEGORIES | Provisional |
| CLASSIFICATION | Program Support Specialist I |
| CLOSING DATE | Ongoing |
| PERSONNEL CODE | 12104 |
| PROGRAM | Outpatient Services |
| JOB INFORMATION | 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, and ability to speak Spanish is required. The PSS I position is provisional 16 hours a week working Mondays and Fridays or as directed by the Clinical Manager.

QUALIFICATIONS:

ESSENTIAL:
- Experience working with Macintosh computers, including word-processing and databases.
- Bilingual in English/Spanish
- Experience working with multil ine 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:
- 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:
1. Receptionist duties (answer phones, direct calls, schedule clinical appointments, welcome, assist, and monitor clients in the waiting room, complete reminder calls to clients.)
2. Establish a working relationship with clinical and administrative program staff, including use of the Back Up Clinician during crises.
3. Clerical duties (photocopying, word processing, updating clinical databases, maintenance of
4. Organize and maintain the waiting room.
5. Back up for Latino Clinic
6. Miscellaneous/other duties as assigned by the 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.