Job Posting

**TITLE**
14069 Program Support Specialist II

**CATEGORIES**
FTE

**CLASSIFICATION**
Program Support Specialist II

**CLOSING DATE**
Until Filled

**PERCENT OF TIME**
100%

**PERSONNEL CODE**
14069

**PROGRAM**
Outpatient Services

**UNION STATUS**
Para-Professional Bargaining Unit

**SALARY**
$29,116.80 – $33,484.32

**JOB INFORMATION**

**SUMMARY:**
The Program Support Specialist (PSSII) position assists with the support, organization and administration of the operations of Outpatient Services. This position provides clerical and office management activities, which may include producing documents and databases, filing, answering phones, scheduling appointments, greeting and checking in consumers, and performing other duties to support the clinical activities of the program. In addition, the PSS provides support and assistance to a variety of meetings and workgroups throughout JMHC. Hours will be Monday - Friday with some evening hours as needed. This position will be able to work the Check In and both program desks in Outpatient Services. The PSS works under the direct supervision of the PSS Team Leader with overall supervision by the Clinical Team Manager of Outpatient services. The PSS will complete other tasks as assigned.

**QUALIFICATIONS:**

**ESSENTIAL**
- High School Diploma or equivalent.
- Minimum of three years of experience in providing secretarial and support services in a setting that requires the support of multiple staff.
- Superior organizational abilities and attention to detail.
- Superior telephone skills, the ability to take accurate messages and communicate effectively and courteously with a variety of consumers and professionals, both orally and in writing.
- Demonstrated ability to handle multiple tasks, and deal calmly and effectively with people in crisis.
- Ability and experience in managing and balancing basic accounting systems.
- Demonstrated experience and ability to provide competent services to a diverse clientele, and strong commitment to the provision of culturally competent service delivery.
- Knowledge of and experience using principles of confidentiality.
- Typing (60 wpm or better) and basic dictation/note taking skills.
- Demonstrated experience with personal computers and software including e-mail, word processing, spreadsheets, and databases.
- This position requires flexibility, autonomy, and superior problem solving skills, as well as the ability to work well with a wide variety of people.

**PREFERRED**
- Bilingual in English/Spanish or South East Asian Language.
- Valid driver’s license and acceptable driving record.
- Experience with Macintosh computers.
- 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.
- Experience in mental health or medical setting.

**RESPONSIBILITIES:**

A. **Programmatic**
   1. Assist with the consumer intake and registration progress to all Outpatient Services programs.
   2. Assist in maintaining waiting list for services.
   3. Act as liaison with community by providing information regarding program services, the referral process, and JMHC in general.
   4. Monitor, organize and maintain the waiting area.
   5. Provide clerical support to Outpatient Services and other JMHC meetings both in-house and in the community as directed.
   6. Works all Outpatient Services check in and program desks and provides support to consumers as needed with the co-pay process, giving out kiosk tickets, locating their appointment and therapist etc.
   7. Ability to work as a part of a team, as well as independently when needed, utilizing effective communication techniques with team members, staff and consumers.

B. **Administrative**
   1. Track all staff hours by processing logs and time sheets; complete monthly staff hour summaries.
   2. Collect relevant consumer information, set consumer fees, coordinate efforts with Accounting Department staff as needed to assist with billing and insurance information.
   3. Assist in the hiring process by organizing and tracking applications in order to send out appropriate letters to applicants over the course of the hiring process.
   4. Develop, update, organize and keep current Program and JMHC forms and other necessary documents and paperwork.
   5. Maintain intake databases by entering relevant client status changes.
   6. Take and distribute accurate, timely minutes of the meetings as assigned.
   8. Maintain administrative communication between Outpatient Services and other
programs/admin.
9. Complete program outcome measures scoring and/or data entry of scores.
10. Complete daily reminder calls as needed.
11. Attend team meetings, staff meetings and trainings as assigned and required.
12. Miscellaneous/other duties as assigned.

C. Clerical
1. Receptionist duties (answer phones, direct calls, take messages, set appointments, make calls on behalf of staff, welcome and assist consumers within JMHC).
2. Typist duties (reports, correspondence, memos, projects).
3. Provide back up telephone coverage for other JMHC programs and switchboard.
4. Provide excellent customer service to consumers.
5. Miscellaneous/other duties as assigned.

The above statements are not to be interpreted as an exhaustive list, but are intended to describe the general nature and level of work being performed by this employee.

Applications are available:
- at www.journymhc.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

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.