**Job Posting**

<table>
<thead>
<tr>
<th>TITLE</th>
<th>14070 Program Support Specialist III</th>
</tr>
</thead>
<tbody>
<tr>
<td>CATEGORIES</td>
<td>FTE</td>
</tr>
<tr>
<td>CLASSIFICATION</td>
<td>Program Support Specialist III</td>
</tr>
<tr>
<td>CLOSING DATE</td>
<td>Until Filled</td>
</tr>
<tr>
<td>PERCENT OF TIME</td>
<td>100%</td>
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<tr>
<td>PERSONNEL CODE</td>
<td>14070</td>
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<tr>
<td>PROGRAM</td>
<td>Intake</td>
</tr>
<tr>
<td>UNION STATUS</td>
<td>Para-Professional Bargaining Unit</td>
</tr>
<tr>
<td>SALARY</td>
<td>$32,178.97-$37,005.82</td>
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**SUMMARY**

The Program Support Specialist III (PSSIII) performs administrative assistant and receptionist duties integral to the Central Intake Unit. In the receptionist role, this person is the first contact for consumers and so provides customer service in a supportive, professional, and effective manner. Duties include, but are not limited to: scheduling consumer appointments, providing information and referral to callers, greeting consumers and visitors, organizing and maintaining records, and performing the day-to-day clerical support functions necessary to the operation of the program. The PSSIII works independently to meet production expectations. The PSSIII is available as back up to other Central Intake Program Support Staff on an as-needed basis. Most of these tasks involve clerical work with some consumer contact, both in-person and over the phone. The PSSIII is responsible to the Clinical Team Leader and Clinical Team Manager. This position may require some evening work hours.

**QUALIFICATIONS:**

**ESSENTIAL**

- High school diploma.
- Experience providing administrative and customer support services in a busy, multi-staff agency.
- Demonstrated strong analytical computer skills, including the ability to develop and utilize databases, email, Internet, Word, Excel, FileMaker Pro, and PowerPoint, and basic dictation/note-taking skills.
- Demonstrated commitment to cultural competence by ensuring that support services are provided in a way that is relevant to the diverse and unique needs/experiences /perspectives of consumers.
• Demonstrated superior communication skills including the ability to accurate take messages and to communicate respectfully, calmly, and effectively with a variety of consumers and staff, both orally and in writing.
• Demonstrated characteristics of flexibility, problem solving, priority setting, boundary setting, handling large and diverse amounts of work, and multi-tasking.
• Ability to work well with a wide variety of people, both independently and as a team member.
• Ability to work with minimal supervision.

PREFERRED:
• Bilingual in English/Spanish or English/Hmong.
• Knowledge of HIPPA.

RESPONSIBILITIES:
1. Answer phones, providing information, support, and direction to callers in a culturally competent manner. Complete daily reminder calls. Generate reminder letters. Return voice messages within 24 hours of receipt and in accordance with state and federal confidentiality practices. Document consumer communication in electronic health record and other databases.
2. Screen callers, both over the phone and in-person, for eligibility. Connect callers to services at JMHC or refer to community resources as appropriate.
3. Greet consumers. Check consumers in for appointments by collecting, reviewing, and updating demographic and insurance information, setting fees, and coordinating efforts with accounting staff. Use electronic health record notification system to inform clinicians of consumer arrival, register new consumers, and create files to maintain program records.
4. Monitor lobby, addressing consumer behavior and concerns either directly or by seeking assistance.
5. Use computers to produce and update documents and databases, reports, and schedules.
6. Monitor information systems and give input regarding the needs of Central Intake to insure smooth functioning of scheduling process.
7. Support staff by making copies, maintaining supplies, mailing documents, and ensuring office equipment is in good working order. Complete purchase orders and expense vouchers. Delegate assignments to other office staff assisting with these duties as appropriate.
8. Provide back up to other Central Intake Program Support Staff on an as-needed basis. Tasks will include checking consumers out after Intake Assessments, scheduling for pre-treatment groups, requesting records, maintaining databases of consumers awaiting services, and documenting all progress in electronic health record.
9. Participate in team, unit, and agency meetings and training events.
10. 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.
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

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.