Job Posting

**TITLE**
14108 Program Support Specialist III

**CATEGORIES**
FTE

**CLASSIFICATION**
Program Support Specialist III

**CLOSING DATE**
8/28/2014

**PERCENT OF TIME**
100%

**PERSONNEL CODE**
14108

**PROGRAM**
Fordem Connections

**UNION STATUS**
Para-Professional Bargaining Unit

**SALARY**
$15.47-$17.79 per hour

**JOB INFORMATION**

*Summary:*
Under the direct supervision of the Clinical Team Manager, assist the teams with the organization, administration and coordination of the operations of the program.

*Qualifications:*

**Essential**
- Consumer/public interaction in person and through phone contact
- Knowledge of and experience using confidentiality principles and guidelines
- Ability to deliver direct services to consumers demonstrating respect and principles of recovery and cultural competence
- Ability to work independently and set priorities with minimal supervision from Clinical Team Manager
- Computer experience including a variety of formats to make technology accessible to clinicians
- 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
- Accurate and prompt work processing ability
- Ability to manage and balance basic accounting systems
- Clerical and accounting experience

**Preferred**
- Experience in a mental health setting working directly with consumers with mental health issues
- Computer experience with a Macintosh system
- Ability to individually tailor and provide in depth computer training and support to a staff member who has not been formally trained in that area
- Excellent writing, editing and organization skills
- Experience and expertise in performing clerical and secretarial duties in a culturally sensitive manner and setting so as to have a positive influence in cross cultural service delivery
- Possession of a valid driver’s license, a favorable driving record, adequate insurance (per WI law) and access to an automobile.

Responsibilities:

A. Administrative (High Responsibility: 35% Of Time)
   1. Do basic accounting tasks related to updating the Fordem Connections/MOST accounts
   2. Oversee staff payroll logs by assisting with reconciling logs, with posted schedule including shift differentials and hourly work
   3. Maintain databases for statistical analysis
   4. Serve as computer specialist to the team
   5. Maintain program filing system, both hard copy and electronic
   6. Maintain and update team daily schedule books, make schedule changes as necessary and transfer staff schedule onto sheets
   7. Compile and update lists, such as:
      A. Consumer address list
      B. Quarterly Report to Dane County Human Services
      C. Student schedules
      D. Injection list
      E. Participate in the orientation of CSP visitors
      F. Assist in the orientation and training of new staff and students to the CSP team
      G. Carry out a service schedule for maintenance of program vehicles.
      H. Other duties as assigned by Clinical Team Manager and Program Supervisors

B. Programmatic (High Responsibility: 50% Of Time)
   1. Work with and serve as an initial contact for consumers who come in to pick up medication, money, to check in with staff or to wait for appointments
   2. Assist staff in establishing priorities for responding to individuals in crisis when there are simultaneous requests both on-site and on the phone
   3. Assist with the management of consumers and community members in emergencies, on the telephone or face to face
   4. Respond to staff requests for emergency assistance
   5. Demonstrate excellent people skills and principles of consumer/customer satisfaction
   6. Demonstration and utilization of general cross-cultural skills and specific cultural competencies
   7. Answer telephones and utilize general knowledge of consumers and understanding of their illnesses, comprehension of the mental health system and of community resources while maintaining and adhering to confidentiality guidelines
   8. Coordinate activities and/or meetings with other program support specialists
   9. Attend and participate in team meetings - morning and weekly meetings with team and psychiatrist to discuss treatment planning
   10. Assist in CSP team treatment planning as well as preparing and maintaining a tickler file for weekly treatment plan meetings
   11. Attend and participate in in-service training, conferences and outside training
programs as authorized and directed by Clinical Team Manager

12. Responsible for the timely execution of the consumer money program including preparing re-deposits, ordering cash from bank, daily bank transactions, printing weekly money labels, counting and packaging money, paying consumer bills, managing consumer incentive reimbursements and other financial duties as assigned

13. Deliver and obtain interdepartmental mail and outgoing mail to the Mental Health Center daily as needed when regular mail delivery is not available

14. Other duties as assigned by Clinical Team Manager or Program Supervisors

15. Observe consumers take medication in the office and document observations

16. Provide money, bus passes and checks to consumers in the office

C. General Program And Agency Responsibilities (Medium Responsibility: 15% Of Time)

1. Design, develop, update and print program forms and brochures

2. Maintain medication labels, update labels in computer and print medication labels and MARS

3. Coordinate and order supply inventory

4. Coordinate building maintenance needs

5. Work actively and positively to maintain good working relationships between other JMHC programs, vendors and other community members

6. Work to improve own cultural competence by participating in the development and implementation of program strategies to continue to improve the cultural competence of the program’s services

7. Responsible for maintaining a welcoming and comfortable waiting area environment

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.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.

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.