Job Posting

**TITLE**
14112 Program Support Specialist

**CATEGORIES**
FTE

**CLASSIFICATION**
Program Support Specialist II

**CLOSING DATE**
Until Filled

**PERCENT OF TIME**
100%

**PERSONNEL CODE**
14112

**PROGRAM**
Outpatient Services

**UNION STATUS**
Para-Professional Bargaining Unit

**SALARY**
$14.00 - $16.10 per hour

**JOB INFORMATION**

**SUMMARY:**
The Program Support Specialist (PSS) 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. The PSS reports to the Program Support Team Leader and works closely with the Clinical Team Manager of Outpatient Services. This position may require some evening hours to provide coverage.

**QUALIFICATIONS:**

**ESSENTIAL**
- Minimum of 3 years of experience in providing administrative support services in a busy, multi-staff, similar service industry.
- Demonstrated knowledge of and experience in handling confidential information.
- Demonstrated commitment to cultural competence by ensuring that support services are provided which are relevant to the diverse and unique needs/experiences/perspectives of customers.
- Demonstrated superior communication skills including the ability to take accurate messages, communicate calmly, effectively and courteously with a variety of customers, both orally and in writing.
- Demonstrated strong computer skills including the ability to develop and monitor databases, use e-mail, internet, Word, Excel, Filemaker Pro and Power Point; keyboard skills and basic dictation/note taking skills.
- Demonstrated characteristics of flexibility, problem solving, setting priorities, handling large and diverse amounts of work, multi-tasking including the ability to work well with a wide variety of people, both independently and with a team.

**PREFERRED**
- Experience working as part of a multidisciplinary, multicultural team in an outpatient mental health/AODA setting or medical setting.
- Experience and/or training in setting up and managing an office.
- Knowledge of Mac computer systems.
- Bilingual Spanish/English or Hmong/English.
- Possession of a valid driver’s license, a favorable driving record, adequate insurance (per WI law) and access to an automobile.

**RESPONSIBILITIES:**
1. Answer phones: providing information, support, and direction to callers in a culturally competent manner respecting the values, beliefs, and traditions of consumers. Complete daily reminder calls as needed.
2. Greet consumers. Check consumers in by collecting, reviewing and updating demographic and insurance information, set fees, and coordinate efforts with the accounting department. Use notification system to let staff know of consumer arrival, register new consumers to all Outpatient Services programs, assist consumers in obtaining services and schedule appointments, create files to maintain program records.
3. Maintain waiting area through addressing consumer behaviors and concerns and acquiring other support when necessary.
4. Use computer to produce and update documents, reports, schedules, and reduction of direct services hours. Complete authorizations, purchase orders, expense vouchers, and purchase and track consumer bus tickets.
5. Ensure that information systems meet the needs of Outpatient Services including maintenance, development and implementation of the screening and other databases.
6. Support staff by making copies, maintaining supplies, making sure that printers, fax machines, copiers are in good working order.
7. Attend meetings to facilitate program’s mission. Organize and participate in program meetings; take and distribute accurate and timely minutes of meetings as assigned.
8. Work all program desks, as needed, including front desk check in, coordinating activities with the other Program Support Specialists.

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.

**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

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.