Job Posting

**TITLE**
15154 Program Support

**CATEGORIES**
FTE

**CLASSIFICATION**
Program Support Specialist I

**CLOSING DATE**
Until Filled

**PERCENT OF TIME**
50% FTE

**PERSONNEL CODE**
15154

**PROGRAM**
Outpatient Services

**UNION STATUS**
Professional Bargaining Unit

**SALARY**
$12.69 – $14.59

**JOB INFORMATION**

**SUMMARY**
The Program Support Specialist I (PSSI) in the Outpatient Services (OS) program of the Journey Mental Health Center (JMHC) provide receptionist and clerical support services to the clinical staff of the program. It may also involve direct engagement services with mental health and AODA consumers. The PSSI position will be trained to work at the Check-in desk and to fill in at the other OS program desks as needed. This position is regular, 20 hours per week, working week days as directed by the Program Support Specialist Team Leader/Clinical Team Manager.

**QUALIFICATIONS**

**ESSENTIAL:**
- Experience working with Macintosh computers, including word-processing and databases
- Experience working with multiline phones
- Strong communication skills
- Strong work ethic 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 organizational skills
- Strong commitment to, and comfort working with, individuals recovering from mental health/AODA issues

**PREFERRED:**
- Fluency in Spanish or one of the Southeast Asian dialects in addition to English
- Knowledge of community mental health and AODA resources
- Knowledge of client confidentiality rights and guidelines in a human services setting

http://www.journeymhc.org/careers/15154-program-support
• 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, check clients in for appointments, monitor clients in the waiting room, and complete reminder calls to consumers)
2. Establish a working relationship with clinical and administrative program staff, including use of the triage counselor during crises
3. Clerical duties (photocopying, word processing, updating clinical databases, maintenance of clinical records)
4. Organize and maintain the waiting room
5. Organize and maintain CARF manual
6. Enter clinical documentations performed in OPS - ROI’s, other forms as needed
7. Back up other staff as needed
8. Other duties as assigned by the PSS Team Leader/Clinical Team Manager

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.