Job Posting

**TITLE**

16103 Program Support Specialist

**CATEGORIES**

Full-Time

**CLASSIFICATION**

Program Support Specialist III

**CLOSING DATE**

7/19/16

**PERCENT OF TIME**

100% FTE

**PERSONNEL CODE**

16103

**PROGRAM**

Gateway CSP

**SALARY**

$15.72 - $18.08 per hour

**JOB INFORMATION**

Journey Mental Health Center is an Equal Opportunity/Affirmative Action Employer. It is the agency’s belief that staff diversity and cultural humility are the foundation for services, which are accessible, effective, and relevant to the diverse needs of children, youth, families and adults. Individuals from all walks of life are strongly encouraged to apply.

**ABOUT THE POSITION**

We have an opening for a PROGRAM SUPPORT SPECIALIST (PSS) at GATEWAY COMMUNITY SUPPORT PROGRAM. The PSS will assist the team with the organization, administration and coordination of the operations of the program.

**BENEFITS THAT COME WITH WORKING AT JOURNEY!**

Journey is on the cutting edge of providing services to those in our community who suffer from substance use, mental health and related medical illnesses. We are a training ground for local colleges and others in the behavioral healthcare field. Our staff includes clinical interns as well as seasoned employees who have decades of longevity!

**TRAINING**

Journey has a long-standing reputation as a training home and provides opportunities to earn post-degree supervised hours to qualify for licensure. Journey is an ACEP (Approved Continuing Education Provider) organization with national status. Journey provides ongoing trainings that satisfy continuing education requirements for licensure renewal and a Substance Use Disorder series designed to earn certification as a Substance Use Counselor. Trainings are generally provided at the main campus and are at no cost to staff to fulfill Journey’s mission of being a center of excellence.

**GROWTH OPPORTUNITIES**

Journey provides a wide variety of services, ranging from general counseling, hospital and jail diversion programs to providing resources to specific cultures in our community. With our continuous growth, opportunities for movement throughout our agency are numerous.

**BENEFIT PACKAGE**

To insure a healthy life/work balance we offer 5 weeks paid time off your first year in addition to 9 paid holidays! If you qualify, also included are health, dental, life, disability, long-term care insurances. Our retirement options include both a 403b and a fully vested pension plan after just one year!
If you are interested in making a difference in your community, we would appreciate the opportunity to review your resume! Please submit your resume to hr.employment@journeymhc.org.

Following Is The Job Description

Summary:
Under the direct supervision of the Clinical Team Manager, assist the team 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
- 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
- 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 a vehicle.

Responsibilities:

A. Administrative

1. Do basic accounting tasks related to updating the Gateway 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:
   - Consumer address list
   - Quarterly Report to Dane County Human Services
   - Student schedules
   - Injection list
8. Participate in the orientation of visitors
9. Assist in the orientation and training of new staff and students to the team
10. Carry out a service schedule for maintenance of program vehicles
11. Other duties as assigned by supervisor(s)
B. Programmatic

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 supervisor(s)
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. Other duties as assigned by supervisor(s)
14. Observe consumers take medication in the office and document observations
15. Provide money, bus passes and checks to consumers in the office

C. General Unit and Agency Responsibilities

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 unit 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.

Send your resume to hr.employment@journeymhc.org or 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

Employment is contingent upon a receipt of favorable results of background history and driver’s record check.

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