

MENTAL HEALTH ASSOCIATION OF ORANGE COUNTY

JOB DESCRIPTION

TITLE: PROGRAM ASSISTANT

SUMMARY:

Under the direction of the Multi-Service Center Program Director the Program Assistant is responsible for providing program support to the Multi-Service Center Program.

REPORTING RELATIONSHIPS:

This position reports to the Multi-Service Center Program Director.

STATUS: Full-Time, Non-Exempt

RESPONSIBILITIES:

Essential:

1. Responsible for reception, greeting and assisting consumers, answering phones and general center and reception area appearance.
2. Responsible for consumer sign-in and sign-out efforts and tracking.
3. Set up new consumer files as designated: label file sections.
4. Responsible for filing, organization, documentation and secure maintenance of consumer files.
5. General observation of consumer behavior and notification of appropriate staff and/or management of any concerns in a timely manner.
6. Maintain forms and support documents needed for the Multi-Service Center.
7. Responsible for mail: postage, drop off/ pick up at post office P.O. Box, open and disperse to appropriate staff member.
8. Provide office support to Program Director and staff by making copies, faxing documents, and other office support duties as needed.

Secondary:

1. Must adhere to agreed upon schedule with Program Director.
2. Attend staff meetings and act as part of the multidisciplinary services team
3. Responsible for ordering and maintaining office supplies.
4. Ensure clerical tasks are completed in a timely manner.
5. Ability to relate to consumers with serious and persistent mental illness and homelessness.
6. Ability to perform physical movements required for operating telephone and computer.
7. Perform other related duties as assigned or required.

QUALIFICATIONS:

1. High school diploma.
2. One year of experience that demonstrates possession of the required knowledge and abilities.
3. Understanding and compassion in working with mentally ill consumers.
4. Cultural competency and sensitivity.
5. Good communication skills (written and verbal).
6. Basic computer skills: Word and internet
7. Valid California Driver's License and a driving record acceptable by MHA standards.

PHYSICAL DEMANDS:

1. Sit: Stationary position at least 80% of the time.
2. Move: Frequently move about the inside of the office to access file cabinets, office machinery, etc.
3. Operate: Ability to operate a computer and other office productivity machines, such as a calculator, copy machine, and computer printer. Must have the physical dexterity to be able to type at minimum 40 WPM.
4. Communicate: Communicates daily with Consumers, staff and outside resources that have inquires; must be able to exchange accurate information in these situations.
5. Ability to lift a minimum of 20 pounds.
6. Occasionally transport clients in personal and MHA vehicle.

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The Mental Health Association of Orange County is an equal opportunity employer. We encourage all qualified individuals to apply for open positions regardless of race, color, religion, sex, sexual orientation, national origin, age, disability, or any other legally protected status.