



JOB NOTICE

Date Posted: April 4, 2017

Closing Date: April 17, 2017

APPLICATION PROCEDURES: Send letters of intent and resume, to Box ACT-CS, Compass Family and Community Services, 535 Marmion Avenue, Youngstown, Ohio 44502.

Program: Assertive Community Team (ACT)

Title: ACT Customer Support Specialist

Salary \$: Full Time with competitive salary and comprehensive benefit package.

Adoption of the ACT Philosophy of Care:

ACT (Assertive Community Treatment) is the leading evidenced based practice for providing services to persons with severe and persistent mental illness and/or co-occurring substance use disorders. The heart of ACT is a collaborative TEAM approach of providing care to clients where it is needed, in the community. ACT is a shift from traditional community based treatments and case management models. In ACT, the team, as a whole, is responsible for providing whatever is needed to assist clients in their recovery from mental illness. Members of the ACT team will need to adopt the ACT philosophy of care to ensure the success of the program and improved quality of life for our clients.

ADMINISTRATIVE SUPPORT TO ACT TEAM:

- a) Willingness and ability to provide office support to a “field-based” operation. ACT requires at least 80% of direct services to be provided to consumers in their homes, shelters, places of employment, vocational and education settings and other community settings. The clerical support person will work independently providing office support to other team members while in the community.
- b) Taking calls from clients and responding appropriately to their needs.
- c) Maintaining ACT service logs and records.
- d) Documenting treatment team notes.
- d) Developing ACT team weekly service schedules.
- e) Works closely with team leader to make sure the day-to-day activities and needs of the team are met.
- f) Support to psychiatric provider and nursing staff including OARS checks if needed, communicating with the pharmacy (taking requests for refills and calling in refill requests).
- g) Other duties as needed to support the operations of the ACT team.

INTERACTIONS WITH ESSENTIAL OTHERS:

Must ensure services provided advance the quality of care, the mission of the agency, and the agency's standing in the community.

- a) Attendance and participation in daily ACT team meeting. Will work collaboratively with the interdisciplinary ACT team to provide comprehensive care and service to ACT clients.
- b) Communicates effectively with other service providers throughout the agency, client family and significant other and with concerned members of the community.

FRONT OFFICE SUPPORT:

Will serve as back-up front office staff to the Compass High Street office. Although this is not the primary role, occasional responsibilities may include:

- a) Open/close front reception area, which also includes straightening up the lobby area at the end of each day, closing the kitchen and setting the alarm.
- b) Manages phone night ring on/off.
- c) Greets visitors and persons served in the lobby area and advises appropriate staff of appointment arrivals/cancellations
- d) Schedule and re-schedule client appointments.
- e) Check in clients using electronic client record system.
- f) Conduct client reminder calls for appointments and facilitates call backs for client no shows.
- g) Answer the telephone and respond to caller requests in a professional and courteous manner.
- h) Provides clerical support, which may include typing and photocopying, to counseling staff, as needed.
- i) Retrieves prescription requests off script line, forwards requests and concerns made to nursing staff.
- j) Forwards incoming fax messages to applicable staff.
- k) Maintains/secures signatures on signature log and verifies IDs for staff paycheck distribution.

Qualifications:

Education/experience: High school diploma. Business office skills certification is preferred. Prefer two years of experience in administrative/clerical duties. Must be familiar with Microsoft Outlook/Word/Excel and possess the ability to perform typing and data entry tasks with speed and accuracy. Must have experience with multiple phone lines, standard office equipment, filing and customer service.

Miscellaneous requirements: Criminal background check; Pre-employment drug screen; Clear driving record; First Aid/CPR certification

Personal: Strong social, communication and written skills. Must have the ability to develop rapport and be perceived by clients and staff as approachable. Ability to multi-task; while maintaining accuracy and organization. Have a working knowledge of basic to intermediate electronic health records systems is preferred.

Physical Demands of job: Normal activity

Non Exempt: Eligible for overtime

AN EQUAL OPPORTUNITY EMPLOYER - SERVICE PROVIDED
THROUGH AFFIRMATIVE ACTION
EOE-M/F/H including persons with disabilities and veterans