



JOB NOTICE

Date Posted: July 15, 2020

Closing Date: August 3, 2020 or until filled

APPLICATION PROCEDURES: Send letters of intent and resume via INDEED or mail to Box FT CSS - ACT, Compass Family & Community Services, 535 Marmion Avenue, Youngstown, Ohio 44502.

Program: ACT

Title: Customer Support Specialist

Salary \$: Full Time [40 hours per week]; Comprehensive Benefits Package

DUTIES AND RESPONSIBILITIES:

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 which may include 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.

1. 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, and places of employment, vocational and educational settings, and other community settings. The customer support specialist will work independently providing office support to other team members while they are 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 and communicating with the pharmacy, as needed.
- g) Works in conjunction with billing department to monitor and ensure prior authorizations are completed and up to date for ACT clients; completes monthly insurance reviews; monitoring that ACT clients billing information is accurate and entered into appropriate documents.
- h) Other duties as needed to support the operations of the ACT team.

2. **INTERACTIONS WITH ESSENTIAL OTHERS:** is constructive and serves to 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's family and significant other, and with concerned members of the community.

3. **FRONT OFFICE SUPPORT:**
 - a) 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:
 - b) 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.
 - 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) Answer the telephone and respond to caller requests in a professional and courteous manner.
 - g) Forward incoming fax messages to applicable staff.

4. **PROVIDE BACK UP TO ACT CPST:**
 - a) CPST services not limited to helping with applications, assistance with ADLs, accompanying to appointments and community events, collaborating with family and significant others, and other services as necessary for the welfare of the ACT client.
 - b) Spontaneous interactions and activities based on the needs of the ACT clients.

QUALIFICATIONS FOR JOB

Education/Experience: High school diploma. 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.

Technology: Experience in Electronic Medical Records systems is preferred; Basic knowledge of Microsoft Office products.

Miscellaneous requirements: Criminal background check; Pre-employment drug screen; First Aid/CPR certification training, TB Test. Must meet COMPASS automobile liability insurance carrier guidelines to be insurable under the COMPASS policy. **Note:** COMPASS clients should be transported using a COMPASS vehicle, if a COMPASS vehicle is not available then the staff member is responsible to verify that they maintain adequate coverage through their personal carrier. If a COMPASS vehicle is not available, then the staff member is responsible to verify that they maintain coverage through their personal carrier for business related travel, including the transporting of clients, and must provide proof of same to COMPASS prior to transporting any COMPASS clients.

Interpersonal/Human Relations Skills: 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.

Non Exempt: Eligible for overtime

AN EQUAL OPPORTUNITY EMPLOYER - SERVICE PROVIDED THROUGH AFFIRMATIVE ACTION

EOE-M/F/H including persons with disabilities and veterans