



Center for Human Services

Building a stronger community...one family at a time.

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Job Announcement **COMMUNITY BASED INTENSIVE SERVICES DEPARTMENT** **ADMINISTRATIVE SUPPORT SPECIALIST**

Want to join an innovative community-based organization? If you value social justice, are committed to providing quality services, and are not afraid of challenges, we want to talk with you. Center for Human Services (CHS) is currently seeking the right administrative support specialist to join our team. We offer our staff an EXCELLENT benefit package which includes fully paid health, vision, dental, pharmacy, life, and long-term disability insurance, as well as a generous leave package.

The CBIS Administrative Support Specialist is a member of the Community Based Intensive Services Department in Lynnwood. This position requires split time between the Lynnwood office and Everett office. Duties will include being a liaison for med services, reception for the site, assorted clerical tasks, conduct new client screening calls as needed, and administrative support to programs and staff. The Support Specialist will also assist department directors in oversight and quality assurance of agency-wide medication management services, special projects and support aspects of agency-wide projects and tasks. Reports to CBIS Department Associate Director. This is a full-time, non-exempt position with a starting salary of \$23.32 per hour.

Job Requirements:

- Associate degree in business, clerical or related background or High School or GED certificate with a minimum of two years of administrative experience
- Experience and understanding of medication management services
- Previous experience in the behavioral/medical field preferred
- Ability to work independently, problem-solve and prioritize responsibilities
- Ability to handle multiple priorities simultaneously
- Detail orientated, with strong organizational skills
- Proficient computer skills using basic programs
- Passes a criminal background check
- Commitment to practicing cultural humility, self-reflection, and continued education on Diversity, Equity, Inclusion, and Belonging topics
- Demonstrated ability to successfully work within a diverse cultural setting and provide services through the perspective of cultural humility
- Ability to work cooperatively as part of a team
- Ability to work in an unstructured and unpredictable setting; ability to adapt to change
- Sense of humor

CHS is a non-profit organization with a great work environment, including staff who are passionate about and dedicated to the community. If you want to join an established organization at a time of growth and transformation, this is the place.

To apply, send resume and cover letter to jobopportunities@chs-nw.org. Full job description can be found below:

Job Description **COMMUNITY BASED INTENSIVE SERVICES DEPARTMENT** **ADMINISTRATIVE SUPPORT SPECIALIST**

GENERAL DESCRIPTION



Behavioral Health & Family Support
www.chs-nw.org
Serving the community since 1970

The CBIS Administrative Support Specialist is a member of the Community Based Intensive Services Department in Lynnwood. This position requires split time between the Lynnwood office and Everett office. Duties will include being a liaison for med services, reception for the site, assorted clerical tasks, conduct new client screening calls as needed, and administrative support to programs and staff. The Support Specialist will also assist department directors in oversight and quality assurance of agency-wide medication management services, special projects and support aspects of agency-wide projects and tasks. Reports to CBIS Department Associate Director. This is a full-time, non-exempt position.

MAJOR RESPONSIBILITIES – Specific for this position

- Provide administrative support to the CBIS Lynnwood and Everett Office
 - Serve as site receptionist - greet clients and guests
 - Provide general oversight and support of the office
 - Conduct new client screening calls (as needed)
 - Support the administrative needs of the department, such as faxing, filing, copying, updating forms, receiving payments, ordering supplies, organizational tasks, processing incoming and outgoing mail, room scheduling, etc.
 - Provide a safe, clean, and healthy environment for Center for Human Services
 - Help staff with computer related questions and work with IT vendor (and others such as Credible Help Desk) to problem solve IT related issues for office
 - Oversee maintenance needs and act as primary onsite liaison with building owner/management
 - Supervise non-professional volunteers and track volunteer hours, specific to site
 - Complete other clerical tasks as assigned
- Provide general support to CBIS Programs
 - Participate in required agency and community meetings
 - Create and maintain weekly/monthly notification calendar to track deadlines for staff
 - Assist with clinical audit preparations
 - Run Credible EHR reports for management
 - Assist with records requests as needed
 - Input data and upload attachments into client records
 - Conduct regular administrative audits of client charts
 - Assist with scheduling and reminder calls for client assessments, initial ongoing sessions, and ongoing appointments
 - Support management with hiring and onboarding
 - Assist with scheduling interviews and checking references
 - Assist in preparing for new staff/interns, including providing site orientations
- Provide ongoing oversight medication management services
 - Track and audit all referrals for medication evaluations
 - Maintain the Med Services Tracking Tool
 - Conduct regular QA audits of ongoing medication management services for clients in all CHS programs
 - Work with clinicians, managers, and directors to ensure policy and procedure compliance related to medication services
 - Be the primary liaison between CHS and the contracted Ryther providers
 - Maintain outlook and credible calendars for ongoing medication management appointments
- Provide support to Department Director and CBIS leadership
 - Assist in task management and special projects, as determined by department directors
 - Assist with leadership related meetings, including scheduling, preparation, note taking, and coordinating follow up

MAJOR RESPONSIBILITIES – Agency in general

- Provide all services utilizing a strengths-based, family-focused, client-centered, trauma-informed, culturally competent approach that is integrated with other services
- Participate in creating and maintaining a workplace that values diversity and treats everyone with dignity and respect without regard to race, color, age, religion, creed, gender, gender identity, gender expression, sexual orientation, national origin, marital status, the presence of any sensory, mental, or physical disability
- Utilize teamwork and open communication
- Have prompt and consistent attendance during scheduled working hours
- Provide services in a manner that expedites the meeting of contract requirements and program outcomes
- Maintain documentation in a timely, thorough and accurate manner
- Follow agency policies and procedures, RCWs, WACs, CARF standards, and other external regulations
- Follow CHS's Code of Ethics



- Perform all other tasks as assigned by the supervisor, manager, or a director that furthers the success of programs and/or the agency

MINIMUM REQUIREMENTS

- Associate degree in business, clerical or related background or High School or GED certificate with a minimum of two years of administrative experience
- Previous experience in the behavioral/medical field preferred
- Ability to work independently, problem-solve and prioritize responsibilities
- Ability to handle multiple priorities simultaneously
- Detail orientated, with strong organizational skills
- Proficient computer skills using basic programs including Microsoft Word, Excel and Outlook
- Commitment to practicing cultural humility, self-reflection, and continued education on Diversity, Equity, Inclusion, and Belonging topics
- Demonstrated ability to successfully work within a diverse cultural setting and provide services through the perspective of cultural humility
- Passes a criminal background check
- Commitment to confronting racism, sexism, heterosexism, and other discriminatory practices
- Ability to work cooperatively as part of a team
- Ability to work in an unstructured and unpredictable setting; ability to adapt to change
- Sense of humor

CHS is an Equal Opportunity Employer

The mission of the Center for Human Services is to strengthen the community through counseling, education, and support to children, youth, adults, and families.

Our Values: Model diversity, equity, inclusion & belonging; provide accessibility; champion collaboration; demand accountability; personify integrity; and have fun.



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