



## **COMMUNITY PARTNERSHIPS**

### ***LTE Program Support Specialist, Respite Center Job Description***

Community Partnerships is an emerging leader in coordinated care and mental health service delivery in Dane County and the Greater Madison area. We embrace a strengths-based approach in partnering with others to address the mental health and wellness needs of our community. We value collaboration, learning, and growth. We encourage personal and professional growth in all positions in our agency and seek new talent that will continue to enrich and diversify our workplace perspective and our connection to the community.

Community Partnerships has an opportunity for a skilled professional to join our Respite Center team. The Program Support Specialist (PSS) is responsible for providing programmatic and administrative support to the Respite Center program by assisting program staff with organizational activities, phone support, and data collection and reporting.

As with all positions at our agency, it is the duty of individual in this position to fully support the mission, vision and values of the agency, to work in a coordinated manner with other employees, and to demonstrate professional and personal confidence in the service delivery model and approaches taken by the organization.

The Program Support Specialist must respect people of all socioeconomic and racial/cultural backgrounds and must be competent in performing all duties associated with this position. She or he must possess high levels of comfort, skill and respect in working with people of many different life experiences and beliefs. The Program Support Specialist is required to express themselves clearly, compellingly, and honestly in written and verbal communications. She or he must be physically and emotionally prepared to meet the needs of the agency during working hours.

#### **Position Responsibilities:**

##### Clinical/Cultural Programmatic:

1. Process incoming calls, inquiries, and requests for child care.
2. Schedule new family/child intakes with Family Service Workers.
3. Schedule child care according to the needs of families, available space, staffing levels, and licensing regulations, to assure that quality care is provided.
4. Assist with creating the child care attendance schedule on a daily basis and distribute information to program staff scheduled to work each day.
5. Maintain accurate and complete records and family/child information in program database and in paper files.
6. Perform reminder contacts to scheduled families on a daily basis to decrease instances of no-show or last-minute cancellations for child care.
7. Provide basic community resource information and program information to callers, and forward more complex or crisis related requests to the Family Service Worker or Program Supervisor.
8. Participate in consultations, including the discussion of clinical/cultural issues that may affect service provision.

Administrative and Programmatic:

1. Perform data collection tasks and report preparation tasks specific to funding sources and requirements (USDA Child Nutrition Program)
2. Generate quarterly utilization report data as requested by Program Supervisor.
3. Prepare new family/child files for the Family Service Worker prior to new family/child intake appointments.

Agency:

1. Attends and actively participates in program meetings and agency meetings.
2. Follows Community Partnerships' confidentiality guidelines to ensure client privacy.
3. Follows Community Partnerships' policies and procedures as cited in the Employee Handbook.
4. Performs other duties as requested by the direct supervisor or agency director that enhance the overall agency operation

Any and all additional tasks as assigned.

Required Qualifications:

- Minimum qualification: High School diploma
- Demonstrated experience working with individuals or families on issues related to mental health, community resources usage, case management and advocacy
- Commitment to strength-based, recovery-focused, trauma-informed programming
- Experience working with others from diverse cultural backgrounds
- Demonstrated written and verbal communication skills
- Ability to pay attention to detail and a commitment to quality and the timely completion of duties
- Demonstrated ability to work as a member of a team
- Basic computer proficiency

Preferred Qualifications:

- Associate's or Bachelor's Degree in Administration or Human Services-related field
- Knowledge of Dane County community resources that benefit children and families
- Demonstrated flexibility, initiative, and creativity
- Prior experience working in a child and family serving organization
- Prior experience with crisis stabilization services

HIPAA Regulations:

**As a required part of employment with Community Partnerships, the employee must preserve all rights and protections under the Health Information Portability and Accountability Act (HIPAA) of 1996 for the consumer population served by this agency; it is the obligation of the employee to ensure that private health information is protected and that disclosures are permitted only with appropriate authorization. The employee is required to comply with all Federal and State regulations as part of the organization's HIPAA training which describes the policies and procedures for the agency.**

Accountability:

The Program Support Specialist is accountable to the Respite Center Program Supervisor.

Employment Status: This is a part-time, limited-term employment position.

FLSA Status: This is a non-exempt position.

**Physical Demands:**

While performing the duties of this job, the employee is required to sit at a desk and computer for long periods of time, is occasionally required to stand; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, crawl and/or crouch. May be requested to lift materials of up to 35 lbs. Specific vision abilities required include reading computer screen and written documents; close vision, color vision and ability to adjust focus. The employee is required to communicate effectively via verbal, audible and written means. Occasional travel by car required.

**Work Conditions/ Hours:**

Heated and air conditioned open office/office environment. Work in community not limited to homes, community centers, hospitals/clinics, etc. Noise level is usually low to moderate. Will be required to occasionally travel locally (non-local on occasion) and work offsite. Monday through Friday with some scheduling flexibility expected to meet staff and program needs. Some evenings and weekends may be required. Weekly on-call rotation with other staff members is voluntary.

**Community Partnerships is an Affirmative Action/Equal Opportunity employer.** Community Partnerships offers equal employment opportunities to all employees and applicants for *employment* without regard to race, color, religion, sex, sexual orientation, national origin, age, disability, veteran status, or any classification protected by federal, state, or local laws.

*The information written in this job description indicates the general nature and level of the work to be performed. This job description is not designed to contain or be interpreted as totally comprehensive of every job duty, responsibility, or qualification required by an employee assigned to this position. While employed in this position, an employee may be required to perform other duties not listed in the description. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. Community Partnerships retains the discretion to add duties or change the duties of this position at any time.*