



JOB DESCRIPTION

JOB TITLE: Program Assistant Supportive Services/Mental Health
SUPERVISOR: Supportive Services Senior Case Manager
TYPE: Full-time/Non-Exempt

SUMMARY:

This position is the main assistant to the Supportive Services Program. They work closely with Supportive Services case managers and the Mental Health Program to provide direct service support to clients. Employee must be able to provide transportation using agency vehicles. This position uses visual and auditory skills approximately 95% of the time.

SUPPORTIVE SERVICES DUTIES:

1. Provides direct service support to clients at request of case managers. This could include client transportation, assisting clients to complete necessary paperwork for referrals, medical assistance, and other supportive services and vital document acquisition, along with other needs that evolve.
2. Completes necessary paperwork for client charges and program expenses, in compliance with the Evergreen Forms Manual.
3. Responsible for drop-in hours to ensure full coverage of the Drop-In center daily, including food preparation, set-up and clean-up and to meet client needs.
4. Conduct safety and needs assessments, conduct brief mental health/trauma assessments, ability to triage multiple need situations, understand the needs of homeless persons or those at risk of homelessness, provide individual guidance, advocacy, referrals, coordination with other community service providers, networking, case consultation and referral to other program staff, case documentation, statistics, and report writing. Based on needs assessments, provide referrals to in-house mental health counseling staff and external mental health referrals as needed.
5. Assist youth to access and make referrals to specialized providers on youth's behalf, which address their specific needs and concerns (related to their mental health, physical health, chemical use/abuse, housing, employment, education, etc.)
6. Shares data and information for monthly board reports, funder reports, and other reports requested by supervisor or the agency executive director.
7. Provides advocacy and support to victims of crime.
8. Other duties as assigned by EYS Program Director or agency executive director.

MENTAL HEALTH ASSISTANT DUTIES:

1. Completes all paperwork for clients, including adding clients to the referral list in a timely manner, connecting with community providers for referral status, distributing referrals to therapist at weekly meetings, keeping releases and consent to treat forms current.
2. Conducts daily checks on JOTFORMS to ensure client paperwork is directed to correct client files.
3. Verifies the insurance status of clients the first week of each month.

4. Assists clients without insurance with applications for MA.
5. Assigns clients to accurate grant funding sources when necessary.
6. Gathers documents from external agencies for client files as requested.
7. Sends requested documents to external agencies with proper release paperwork.
8. Manages scheduling appointments with clients.
9. Advises therapists on approaching deadlines for client paperwork due dates.
10. Responsible for keeping therapists' calendars in Procentive and Outlook accurate and blocks appropriate times for holidays and vacations.
11. Ensures paperwork is complete to assist with billing in a timely fashion to the finance office.
12. Sets up reminder calls/texts for client appointments and mails letters for "no shows".
13. Identifies inactivity of clients and makes appropriate changes in Procentive.
14. Maintains client files in a confidential and secure manner for 7 years.
15. Provides scoring of SDQ within the strengths and difficulties questionnaire website for client files.
16. Understands Procentive and is a champion role in the software.
17. Facilitates weekly Mental Health meetings by scheduling, attending, taking minutes, and providing relevant information.
18. Shares data for monthly board reports, funder reports, and other reports requested by supervisor or the agency executive director.
19. Other duties as assigned by Mental Health Program Manager or agency executive director.

QUALIFICATIONS:

1. Applicants must be at least 21 years of age.
2. Prefer person with an AA degree or higher in a human service-related field, and/or a minimum of two years direct service with youth and their families.
3. Preference will be given for experience with homeless and foster youth.
4. Must be able to work flexible work schedules including evenings and occasional weekends.
5. Applicants must indicate support for Evergreen's mission and all agency programs.
6. Must have experience working with youth and families of diverse backgrounds.
7. Must have previous individual and group counseling experience with youth that includes crisis intervention and conflict resolution.
8. Must be able to work as a team member.
9. Must have strong written and oral communication skills.
10. Must be able to exercise initiative, work independently, meet deadlines, and have strong organizational skills.
11. Must have strong computer familiarity and experience with Word, Outlook, Excel and online navigation.
12. Must have reliable means of transportation and a valid driver's license.
13. Must be a positive role model to staff, youth, families and the community.
14. If applicant had former chemical use problems, applicant must have been free of chemical use problems for at least two years prior to beginning employment with Evergreen.
15. Must successfully pass a drug and/or alcohol test.
16. Must be able to be insured on agency auto insurance policy.
17. Must maintain agency, co-worker, and client confidentiality and abide by the Data Privacy Act and the Health Information Portability and Accountability Act for all past, present and future clients.

18. Must not be disqualified by an Applicant Background Study, a Minn. Bureau of Criminal Apprehension Criminal Background Check via the BCA website and must pass a National Sex Offender Registry check.

Physical Demands:

While performing the responsibilities of this position, the employee is required to talk and hear. The employee is often required to sit and use his or her hands and fingers, to handle or feel. The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision. The employee must be able to lift up to 35 pounds.

DEADLINE: This position will be open until filled.

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AN EQUAL OPPORTUNITY EMPLOYER / ADA