

EMPLOYMENT OPPORTUNITY

Behavioral Health Ombuds Assistant Part Time or Full Time

The Ombuds Assistant will perform clerical support functions for the North Sound Regional Ombuds program staff.

JOB DUTIES and RESPONSIBILITIES INCLUDE:

1. Perform courteous and professional direct services to Ombuds participants in office:
 - Provide walk-in and telephone reception;
 - Screen clients for service needs;
 - Orient clients to Ombuds program and services;
 - Prepare and send Release of Information (ROI) documents;
 - Scan sensitive documents into Access database system;
 - Document client information in Access database system; manage client files;
 - Provide information and/or referral to callers;
 - Provide educational materials for behavioral health and other community services to individuals.
2. Complete variety of clerical tasks.
3. Participate in agency and team meetings/trainings as required.
4. Other related duties as assigned by management.

QUALIFICATIONS INCLUDE:

Education & Experience

- High School Diploma or GED/HSE minimum required.
- Current/past consumer of the behavioral health system or a family member of an individual who is a current/past consumer of the behavioral health system required.
- Previous customer service experience preferred.

(Or a combination of education and experience providing the knowledge, skills, and abilities to successfully perform the work)

License(s) & Certification(s)

- Must have valid driver license and auto liability insurance if personal vehicle is used for work-related travel.

Skills and Abilities

- Bilingual (Spanish/English) preferred; additional languages helpful.
- Basic clerical skills (filing, math, calculator, data entry, legible writing) required.
- Ability to work independently, and as a team member; self-motivated.
- Strong organization and time management required, with ability to multi-task.
- Ability to maintain confidentiality of sensitive client information.
- Ability to maintain calm professional demeanor while communicating with individuals who may be experience high levels of stress.
- Ability to represent the agency positively within the community.

- Proficient in Microsoft Office Suite applications, including Excel, Word, Access, PowerPoint, Publisher and Outlook programs.
- Must have strong and effective communication skills (oral and written).
- Working knowledge of standard office procedures and technologies (phone, computer, printer, photocopier, scanner, fax machine) is needed.
- Demonstrated ability to work harmoniously with people from varied cultural, socioeconomic, educational and experiential backgrounds.

COMPENSATION AND BENEFITS:

\$14.08 - \$15.95 per hour (DOE)

Benefits include: (For Full Time Employees)

- Medical & Dental Insurance including Rx and Vision
- Life Insurance and AD&D coverage
- SIMPLE IRA Retirement Plan (3% Employer Match)
- Employee Assistance Program
- Voluntary supplemental Cafeteria 125 Plan
- Paid Sick and Vacation Leave
- 12 Holidays per year (+2 Personal Holidays per Year)
- Health club discounts

(Community Action reserves right to modify, amend, or terminate any benefit at any time for any reason.)

TO APPLY:

Qualified candidates are encouraged to apply by providing **ALL** items requested. Please submit the following:

(1) Community Action Application (2) Resume (3) Letter of Interest.

Application Packets should be submitted to: **employment@communityactionskagit.org**

You can find all job announcements and apply online on our website at www.communityactionskagit.org

Community Action of Skagit County reserves the right to extend application deadlines and to modify the selection schedule without notice, to form eligibility lists for, or make appointments to, other positions with similar employment requirements. Community Action of Skagit County is an Equal Opportunity Employer. Should you require accommodation in the application process, please contact our HR Department.
