



Old Mill Center
for Children & Families

Job Description

Position: Outpatient Clinical Support Specialist

Vision: A community that works collaboratively to ensure that all children and families have access to early education, behavioral and mental health services to improve their well-being.

Mission: Old Mill Center for Children and Families is a community-based, family-oriented center empowering children and families of diverse backgrounds to optimize their potential through specially designed education and therapy programs.

Position Summary: Provide clinical and administrative support to the Child, Teen and Family Counseling program at Old Mill Center in the Outpatient Department. Work with clients, their families, and members of the Outpatient team to ensure quality mental health services. Support general administrative functions for Old Mill Center when stationed at the front desk that may include but not limited to front desk coverage, opening/closing the building procedures, answering phones and questions for visitors or clients checking in at the front desk.

Hours: 1 FTE. Old Mill Center is open 7:30am to 5:30pm Monday to Friday; hours may vary and will need to be coordinated with the clinical team as some providers may need evening support.

Responsible to Whom: Outpatient Program Manager

Qualifications: A Bachelor's Degree in Counseling, Nursing, Psychology or other related field, which qualifies the candidate to be a Qualified Mental Health Associate in the State of Oregon or a combination of one year's work experience and two years education, training or work experience in mental health.

Experience: Minimum one-year experience working with children/families in a clinical setting.

Skills: Position requires high level of organization skills and written/verbal communication skills. Person needs to be able to work independently as well as in a fast-paced team. Bilingual in Spanish is desirable.

Job Duties:

- Coordinating with families and tracking clinical documentation along with front desk coverage to support client appointments for clinical team.
- Supporting the mental health assessment and intake processes
- Interfacing with clients, referring agencies and community providers
- Maintaining client records in accordance with OARs and ISSRs
- Assisting Program Manager and clinical team with clerical duties such as scanning, faxing, and general case management needs to support treatment.
- Importing client records and tracking service dates electronically utilizing the EHR system
- Tracking and completing records requests in accordance with HIPAA
- Working as an integral part of the clinical team
- Help maximize the success of scheduled appointments by providing reminder calls and/or email notifications 24-48 hours in advance and rescheduling missed or cancelled appointments
- Maintaining professional paperwork
- Attending team meetings and clinical supervision to meet OAR standards
- Following professional work ethics and standards

General Performance Requirements

- Observe governing laws, all Old Mill Center policies, procedures, and professional standards.
- Establish and maintain effective working relationships with agency personnel, parents, students, clients and public; work collaboratively with other program and teams with the agency.
- Carry out work responsibilities effectively under pressure of deadlines, difficult situations, interruptions, and new or emergency conditions.
- Take a proactive approach to the quality of service provided and be mindful of surroundings.
- Develop job skills necessary to meet changes in the position.
- Respect confidential information and follow HIPAA
- Meets requirements of Orchards CRIMS Background check
- Ability to lift up to 30 pounds and maintain safety guidelines for this position.