

## **POSITION: OFFICE SUPPORT SPECIALIST**

DATE: April 2018  
PROGRAM: Behavioral Health/Care Crisis Response Services (CCRS)  
REPORTS TO: Senior Program Manager, Crisis Services  
HOURS & SALARY: Full-Time/Non-Exempt/DOE

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### **GENERAL FUNCTION:**

This position provides support to the Crisis Services programs and Integrated Crisis Response System for five counties in the North Sound Region, including maintaining a current inpatient psychiatric bed census for hospitals, answering the bed census phone line, completing timely updates of the Single Bed Certification spreadsheet, updating the Crisis Alerts in the electronic medical record system, completing QA checks of clinical documentation, and ensures all workstations within the Crisis Line space are operational and fully functional. This position works closely with the Senior Program Manager and completes special projects as assigned.

### **QUALIFICATIONS:**

- AA degree with two years of experience in a professional office setting; or a High School diploma with four years of professional office experience
- Call center experience preferred
- Proven self-starter and ability to work independently in a fast paced environment
- Must be accurate and detail oriented
- Outstanding customer service with polished and courteous phone etiquette
- Flexibility and strong time management skills required
- Must possess excellent communication skills – verbal and written
- Must have the ability to multi-task and apply problem-solving skills
- Demonstrated ability to build strong working relationships with key stakeholders at various levels within organizations
- Ability to accurately track and report details
- Proven ability to create processes and procedures and willingness to take on extra tasks as needed
- Intermediate to advanced knowledge of Word, Excel, and Outlook with competence in all MS Office Suite products

### **PRINCIPAL ACTIVITIES:**

- Contact each identified inpatient psychiatric hospital, E&T and Triage facility at least once per day to obtain a current bed status
- Update the bed census spreadsheet so Triage and Utilization Management clinicians can view bed status in real time
- Assist with walk away cases that occur on shift
- Assist Designated Crisis Responders and other requestors in determining inpatient psychiatric bed availability within the region
- Input Single Bed Certifications into the tracking spreadsheet

## Office Support Specialist – Care Crisis

- Check for Crisis Alerts frequently during each shift and retrieve all disposition voicemails
- Update the schedules for the Designated Crisis Responder and Crisis prevention Intervention teams
- Complete QA checks as assigned by the Sr. program Manager or Assistant Program Manager
- Periodically check supplies on each triage desk and in the triage supply cabinet. Replace supplies as needed
- Update resource lists on each desk as directed by the Assistant program Manager or Sr. Program Manager
- Be the first point of contact to assist in resolving technology issues (computer and phone)
- Other projects as assigned

If you wish to apply for this position, please email your cover letter and resume to: [recruiter@voaww.org](mailto:recruiter@voaww.org).

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