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## **Job Posting: Outcomes Clerk**

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**Location:** 1301 Pine Ave. Long Beach CA 90813

**Classification/Status:** Non-Exempt/ Full-Time

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### **About The Guidance Center (TGC):**

The Guidance Center is a private, nonprofit community agency incorporated in California in 1946. We operate four mental health service delivery sites in southeast LA County, including Long Beach, San Pedro, Compton, and Avalon (Catalina Island). The mission of TGC is to provide comprehensive mental health treatment to our community's most disadvantaged children and their families struggling with mental illness and abuse, leading them toward a positive and productive future. TGC offers a competitive benefits package including medical, dental, vision, 403b with employer match, vacation, and 14 paid holidays. All employees must be vaccinated against COVID-19 in accordance with applicable law. TGC will evaluate requests for exemption in accordance with applicable law.

### **Summary Statement:**

**Position is grant-funded, and only expected to last for two years.**

To ensure that treatment outcome measures are scored imputed in the LA County Department of Mental Health, California Institute of Mental Illness and internal agency systems and clinical results are provided to programs on a timely and accurate basis. Employee must understand and maintain client, employee and program confidentiality. Ability to exercise a common sense understanding in carrying out directions and/or instructions, both written and oral, and in their handling of routine, minor problems/situations. May be privy to confidential information and must handle this information with discretion and maintain client and employee confidentiality.

Regular attendance is an important factor in employee's job performance in order for The Guidance Center to maintain efficient operations. When employees are absent, schedules and commitments fall behind, and other employees may need to assume added workloads. Employees are expected to report to work and on time.

### **Qualifications:**

Graduation from high school and at least 3 years of extensive data entry experience, or graduation from an accredited technical school with emphasis on courses in word processing, data entry/database management and related secretarial skills, plus two (2) years of experience. Possess strong alpha and numerical skills, as well as a good command of the written and oral English language in order to read and comprehend instructions, reports, and other documents and handle a high volume of paperwork to spot, assess and self-correct errors. Possess the ability to prioritize workload so as to manage time and meet deadlines effectively and maintain a high level of service-oriented behavior and personal productivity in a busy non-profit environment.



Advanced skills in Microsoft Office programs, such as Word, Excel and Outlook. May also be required to have experience in or possess the ability to learn, PowerPoint, Publisher, Access or related database management software.

Must have vehicle and maintain a valid CA driver's license and automobile insurance or other reliable transportation to travel to cities in Long Beach, San Pedro, Compton, or other areas in which the Center has business. Travel may also include travel by charter boat to the Island of Catalina in Avalon.

**Duties (but not limited to):**

1. Collect, review and score client treatment outcome measures, following up with program staff regarding missing, incomplete or inaccurately completed measures.
2. Provide results from measures to program clinicians in a timely manner for use in clinical treatment planning.
3. Maintain agency-specific database of outcome data for all clients; Facilitate and assist in development of standardized reports of treatment efficacy and data review.
4. Manage, create and/or revise various types of reports from the Welligent electronic records systems and Department Mental Health's Integrated System (IS), including generating monthly reports, provided to programs, detailing submission of expected client outcomes by program staff.
5. Maintain physical files of raw outcomes data in orderly and systemized fashion.
6. Update data collection forms and summary report templates as needed.
7. Participate in additional QA projects, including internal employee satisfaction surveys, state and county performance outcome surveys, and other systematic data collection activities as needed.
8. Oversee inventory of copyrighted outcome measures, ensuring security and sufficient quantities to meet programmatic needs; distribute to program staff as needed, informing Program Manager of on-going inventory.

**Equal Employment Opportunities:**

The Guidance Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion (including religious dress and grooming practices), gender, sexual orientation, gender identity, national origin, age, disability, pregnancy (including breastfeeding and conditions related to breastfeeding), genetic information, marital status, ancestry or status as a covered veteran in accordance with applicable federal, state and local laws. The Guidance Center complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation



and training. We are firmly committed to maintaining a work setting in which people of diverse backgrounds and lifestyles may grow personally and professionally.

The Guidance Center expressly prohibits any form of unlawful employee harassment based on an individual's race, ancestry, color, religion (including religious dress and grooming practices), national origin, marital status, sex (including sexual harassment and gender identity), sexual orientation, disability (physical or mental including HIV/AIDS diagnosis), pregnancy (including breastfeeding and conditions related to breastfeeding), medical condition (cancer and genetic characteristics), age (40 or over), military and veteran status, or exercising the right to any legally provided leave of absence in the application of any policy, practice, rule or regulation. Improper interference with the ability of The Guidance Center employees to perform their expected job duties is absolutely not tolerated.

**How to Apply:**

For immediate consideration, please submit resume to [humanresource@tgclb.org](mailto:humanresource@tgclb.org)